## LESSON PLAN

### MF150 - Principles of Safety

**UNIT:** ELEVEN  

### GOALS:
- Identify the types of internal & external customers.
- Compare the needs of internal & external customers.

### ACTIVITY | MATERIALS | NOTES
---|---|---
1 | Meeting Customer Needs | Meeting Customer Needs.ppt |
2 | Text Chapter 7, p.164-179 |
3 | Providing Exc. Cust. Service | Application 7-1, 9, 99-100 |
4 | Review Questions 2,3,5,7 | Text, P. 178 |
5 | Rev. ALL Cert Test Prep Q's | Text, p. 179 |
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**ASSESSMENT**

No on-line Quiz

**HOMEWORK**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Materials</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>Read Chapter 4.1</td>
<td>Text, p. 94-120</td>
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<tr>
<td>Answer Questions 1,3,4</td>
<td>Text, p. 102</td>
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