

Ottawa Islamic School

10 Coral Ave, Ottawa, Ontario K2E 5Z6

Tel: 1.613.727.5066 | Fax: 1.613.727.8486 |

Teacher: Ghezlane Aidi | **Lesson Plan / Week 10 :** Apr 14 - Apr 18 | **Class:** 10

Code: BEP20

	Monday	Wednesday	Thursday	Friday
Unit/ Lesson	Unit 3/Respectful and Accessible Customer Service	Teacher Absent	Unit 4/ Introduction to the Production Process of Goods	Holiday
Big Ideas	1-Excellent customer service requires understanding and respecting the diverse needs of customers. 2-Accessibility means providing equal service experiences for all, regardless of ability, language, or background. 3-Businesses benefit from treating all customers with fairness, patience, and empathy.		1-Businesses use a series of steps to transform raw materials into finished goods. 2-Effective production processes improve efficiency, reduce waste, and ensure quality. 3-Technology and human resources play key roles in the production of goods. .	

Learning Goals	<p>1-Identify what makes customer service respectful and accessible.</p> <p>2-Understand how to adapt service to meet diverse customer needs.</p> <p>3-Apply respectful customer service techniques to real-life business situations.</p>		<p>1-Identify and describe the key steps in the production process.</p> <p>2-Explain the role of quality control, automation, and labour in production.</p> <p>3-Apply knowledge of production by analyzing a real-life example.</p>	
Instructional Strategies	<p>Class Discussion:</p> <p>Ask: "Have you ever experienced good or bad customer service? What made it that way?"</p>		<p>Direct Instruction: Introduce the steps of production: Input → Production → Output.</p> <p>Guided Notes: Students take notes as you explain each stage with a visual diagram on the board.</p>	
Assessment / Evaluation	<p>Students submit a quick written reflection: <i>"Why is respectful and accessible service important in business?"</i></p>		<p>Complete the production process diagram for a new product of their choice (due next class).</p>	
Homework / Class Work	<p>Review scenario analysis sheets</p>		<p>Complete the production process</p>	

			diagram for a new product of their choice (due next class).	
Materials & Resources	Whiteboard Customer service role-play scenario		Chart paper or worksheets Markers/pens Video projector	
	▼ Office Only ▼			
Overall Expectations				
Specific Expectations				
Success Criteria				