



Worksheet 4:

Customer Case Promises

Purpose:

To help you practise thinking about how you would treat a customer or someone you are helping. By writing your own promises, you'll build the habit of integrity, kindness, and good service. This is useful whether you one day work in a shop, run a business, or simply help a friend.

Instructions:

Read each statement starter on the next page and complete it with your own words. Be honest, thoughtful, and clear. Afterwards, compare your answers with a friend or family member. This will help you see different ways of caring for others.

Date: _____

I promise to always...

I promise never to...

If a customer is unhappy, I will...

If I don't know the answer, I will...

To make people feel valued, I will...

One extra little thing I can do to care for people is...

Worksheet 4:

Teaching Guidelines

& Answers

How to Teach It

1. Set the scene: Ask, “Have you ever had really good service in a shop? What did the person do that made you feel valued?” and then, “What about bad service? How did that feel?”
2. Explain the purpose: “Today you’ll make your own promises about how you would treat someone if you were helping them.”
3. Guide them through each prompt one by one. Encourage personal, thoughtful answers — not just short phrases.
4. Model examples (see below). Point out that there are many possible “good” answers.
5. Reflection: At the end, tell them to date the worksheet and keep it. Suggest they review it later to see if they’re living up to their promises.

Prompt	Model Answers (Examples)	Teacher Notes
I promise to always...	“...listen carefully before giving advice.” / “...be polite and respectful, no matter who the person is.” / “...try to give the best solution, not just the quickest.”	Encourage depth: not just “be nice” but how they will be nice.
I promise never to...	“...lie to make a sale.” / “...ignore someone just because they look unimportant.” / “...be rude, even if the person is upset.”	Highlight integrity and honesty. Stress that lying is never an option.
If a customer is unhappy, I will...	“...listen to their problem fully before speaking.” / “...apologise sincerely and try to fix the issue.” / “...ask what would make things better for them.”	Teach empathy: unhappy people need listening more than defending.
If I don't know the answer, I will...	“...admit it honestly and find out the right information.” / “...ask a colleague for help.” / “...look it up instead of guessing.”	Reinforce that honesty builds trust – pretending hurts credibility.

To make people feel valued, I will...	“...smile and use their name.” / “...thank them for their time.” / “...show interest in their needs, not just the money.”	Highlight small actions — these build strong relationships.
One extra little thing I can do to care for people is...One extra little thing I can do to care for people is...	“...check in after they buy, to see if they’re happy.” / “...share a helpful tip they didn’t ask for.” / “...be patient even if they take a while to decide.”	Extra touches create loyalty and goodwill.

Teaching Tips

- Remind students: These promises aren’t just for shops — they apply to school, family, and friendships too.
- Get them to share one promise aloud to the class — builds accountability.
- Suggest they review the worksheet later (in a month, a year, or whenever they next do customer service). Ask: “Am I still keeping my promises?”