

Riga State Technical School coordinate Erasmus + project
“Effective dialogue methods among the millennium generation and the teachers, employers”
 Co-funded by the Erasmus+ Programme of the European Union

FRAMEWORK FOR METHODS

1. Information about teacher/worker in school.

#makepersonal

Teachers/worker name, surname:	Bryan Roberts
Position:	Vocational Business Subjects teacher
2-3 about teacher:	In my spare time I like to take my dogs for walks, go sailing, canoeing, hunting, walk in the forest picking berries and mushrooms and read about current affairs, business and history
Check X if you add picture of teacher.	

Description for method.

#makeinteresting #makeflexable

Method name :	Group evaluation of customer service or sales of shops
In what subject you can adapt this method:	Sales, Marketing, customer service
Description in few sentences:	Teams of students are given the names of 2 stores that they should visit. Students analyse each venue in terms of various important criteria such as ease of access, easy to find, inviting interior, opening times, professionalism of customer service personnel, etc (whatever criteria you need to illuminate). When students have answered all the questions and analysed the venue, they take a group selfie in front of the venue and send it to the teacher. The first group that completes all venues is the winner. Then students prepare a presentation about what they found and what was good and what was bad and whether they would shop there again or recommend the place and why/why not
Description of process :	Form a group of 3 or 4 students Groups are given 2 or 3 venues to visit and specific criteria with which to evaluate each venue.
1.	Groups go to the venue and experience the customer service of a shop for themselves. When they have completed their evaluation, they take a selfie of the whole group in front of the shop and send it to the teacher in Whatsapp.
2.	The teacher can check that all students are participating in this task Students then produce a presentation about their experiences in customer service or sales and tell the class about it, why it was so good or bad and whether they would shop there again, why or why not and also whether they would recommend that venue to friends and why/why not



Read



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3.	In this exercise, the students experience customer service or sales first-hand and discuss what is good or bad about this customer service or sales experience amongst themselves and create a group presentation.
4.	The method uses social media, the internet, teacher control, teamwork, analysis, influence, dialogue, presentation skills, reflection and new technology.
Example:	