

Unit 14 – Customer Service

Activities

1. Reflection: What makes excellent customer service in aquatics?
2. Think: When was the last time you felt valued as a customer?

Exercises

1. Role play: Angry parent complains about lesson quality. How do you respond?
2. True/False: Customer service only applies at the front desk.

Assignment

Assignment: Write a 1-page customer service pledge for your facility.