



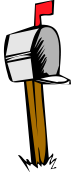
Registration

Registrations must be received
by February 8, 2018.

Use one of the following methods to register 5th or
6th grade students:

Electronic: <http://extension.unl.edu/statewide/nerec/4h> - Look for Secrets
of Service on the Job link, click Registration, complete and Submit by
Email at the top of the form.

Hard Copy: Download the registration file from the web site, type, print,
and mail hard copies to:



Secrets of Service on the Job
Madison County Extension Office
601 E Benjamin Avenue, Suite 105
Norfolk, NE 68701-0812

OR Fax to the following number: 402-370-4010

The Secrets of Service program is limited to
150 students per day.
Registration cost is \$5 per student and teacher/adult.
Each person will need to provide their own sack lunch.



Sponsors

Nebraska Extension - Madison County
Northeast Community College

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Secrets of Service on the Job



February 22 or 23, 2018

Lifelong Learning Center
601 E. Benjamin Avenue
Norfolk, Nebraska



Teachers

You and your fifth or sixth grade students are invited to attend **"Secrets of Service on the Job"** on February 22 or 23, 2018 at the Lifelong Learning Center, 601 East Benjamin Avenue, Norfolk, NE. **"Secrets of Service on the Job"** is an interactive entrepreneurial education program which is part of community vitality and is designed to enable youth to develop knowledge and life skills. The workshop will teach the importance of customer service in the workplace and responsible ethical behavior needed in the community and on the job.

The program is designed to:

• Enhance **"Secrets of Service on the Job."**

- * **S** - See it from the customer's point of view
- * **E** - Enjoy helping others
- * **R** - Respond courteously
- * **V** - Volunteer your ideas
- * **I** - I can make a difference
- * **C**- Customer is always right
- * **E** - Every detail matters

• Develop Entrepreneurial skills:

1) Marketing; 2) Promotion; 3) Design; 4) Buy/sell a product

• Explore careers and enhance vitality of community;

Schools must bring **one adult** to work with every **ten students or portion of ten students**. Teachers/adults will work with students to develop a business plan that will be implemented throughout the day. It will be an exciting educational day for all involved.

School Standards addressed in this program:

Social Studies: 4.8, 4.9, 8.3.5

Reading/Writing: 4.3.1

Math: 4.1.5

Family & Consumer Science: FCS 06-12.11.1



Agenda



- 8:45-9:10 Registration
- 9:15 Secrets of Service in the Community
- 9:30 Business Roles Seminar
- 10:00 Work Time: Planning Your Business
- 10:15 Advertising Seminar
- 10:30 Work Time: Develop an Advertising/Marketing Plan
- 10:45 Pricing Seminar
- 11:00 Work Time: Pricing your Property
- 11:30 Business Lunch (Bring your own)
- 12:00 Work Time: Finish Business Plan
- 12:20 Pricing
- 12:30 Set up Store Fronts
- 12:40 Shift A Gets Money
- 12:45 Mall Opens (Half Consumers/Half Employees)
- 1:00 Shift B Gets Money
- 1:05 Mall Opens (Switch! Half Consumers/Half Employees)
- 1:20 Profit/Loss Final Report Work
- 1:45 Review and Discussion
- 1:55 Service Sightings
- 2:00 Career Exploration
- 2:15 Dismissal