

November 20, 2018

TO: Fifth and Sixth Grade Teachers  
FROM: Lee Sherry, Extension Educator  
SUBJECT: "Secrets of Service on the Job" – February 20, 21 or 22, 2019  
Registrations due February 11, 2019



You and your fifth and sixth grade students are invited to attend a "Secrets of Service on the Job" Entrepreneurship Workshop on February 20, 21 or 22, 2019 at the Nebraska Extension-Madison County office, 1305 S 13th Street, 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 should 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.

A brochure about the program is on the website. If you have any questions, please call (402) 370-4040.

I hope you and your students will be able to attend. You can find additional information on the Northeast District 4-H website <https://extension.unl.edu/statewide/nrec/northeast-nebraska-4-h-0/>