

WBLP EXAMPLES: Specific Workplace and Career Skills

The following examples, highlighting three of the specific workplace and career skills in Section 2 of the Work-Based Learning Plan, show how certain key skills are used differently across a wide range of placements. These, and additional examples, are also available online at www.doe.mass.edu/connect or skillslibrary.com/wbl.htm.

Sample “Specific Career and Workplace Skills” from Section 2

Job Title	Skill	Skill/Task Description
Auto Technician	Interacting with Customers or Clients	Greets customers, schedules appointments and calls each individual customer for service.
Cosmetology Intern	Interacting with Customers or Clients	Perform client consultation about length, color, and style of cut desired. Discuss other services such as facials and manicures. Advise client to seek medical attention for any chronic and/or contagious scalp conditions if necessary. Record client information.
Dietary Aide	Interacting with Customers or Clients	Student will act professionally and courteously while serving residents meals and snacks.
Graphics On-Site Intern	Interacting with Customers or Clients	Perform appropriate communication skills with clients; take messages; communicate and document changes to job(s).
Horticulture On-Site Intern	Interacting with Customers or Clients	Perform appropriate communication skills in a sales setting such as: polite and courteous manner; offer assistance in plant choice; communicate price; close sale (cash register).
Rental Center Sales Associate	Interacting with Customers or Clients	Learn the seven steps of customer service. Learn proper cash handling procedures.
Veterinary Technician	Interacting with Customers or Clients	Greets customers with pets; asks pertinent questions regarding visit.
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Accounting Intern	Mathematics and Numeric Analysis	Receive the monthly phone bill, allocate costs to the appropriate departments, and distribute an accurate bill to each department
Cashier / Customer Service Associate	Mathematics and Numeric Analysis	Use calculators to efficiently count the end of the nights revenue. Make sure that the numbers balance.
Construction Tech On-Site Intern	Mathematics and Numeric Analysis	Apply basic carpentry math principles; determine true measurements from a print using an Architect’s scale; measuring and layout procedures and applications.
Counselor, Youth Recreation Program	Mathematics and Numeric Analysis	Keeps score for pool tournaments, board games.
Legal Assistant	Mathematics and Numeric Analysis	Review settlement statements for accuracy.
Operations Assistant	Mathematics and Numeric Analysis	Assist with travel expenses and payrolls.
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Construction Coop Student	Collecting and Organizing Information	Assembling, organizing, and binding various documents for submission to contractors.
History Department Admin.Assistant	Collecting and Organizing Information	Maintain hallway display case, creating and coordinating a series of displays.
Horticulture On-Site Intern	Collecting and Organizing Information	Plan ahead for plant sale. Schedule what to grow and when to order materials. Compose inventory of materials on hand. Order needed materials.
Theatre Intern	Collecting and Organizing Information	Collect and organize information relating to auditions, props and cast member schedules.