

A woman in a white tank top is drinking from a carton of boxed water. The carton has the text "BOXED WATER IS BETTER." on it. Another person is pouring water from a pitcher into a glass. The background is a bright, sunny outdoor setting.

# WORKING SAFELY & EFFECTIVELY WITH CLIENTS

*A C T I V I T Y  
T A S K S H E E T*

*Activity Task*

*Think about two places where you enjoy 'doing business' – stores, petrol stations, banks, etc. Why, aside from the actual product or service they provide, do you like doing business with them?*

Business One \_\_\_\_\_

Business Two \_\_\_\_\_

*The two businesses that you selected above will possibly have a series of exemplary qualities including: - friendly, flexible, interesting etc. They not only satisfy your needs and help you in your endeavours but make you feel positive and self-satisfied. Ultimately you come to rely on their level of service to meet your own needs and wants.*

*Activity Task*

*Think about two places where you enjoy 'doing exercise' – in the gymnasium, studio classes, sports clubs, etc. Why, aside from the actual product or service they provide, do you like doing them?*

Environment One \_\_\_\_\_

Environment Two \_\_\_\_\_

Now on the other hand, let's review one business you dislike but in may have to out of necessity. Maybe it is the local store that stocks a product you need but who offers inferior service when you purchase.

*Activity Task*

*Think about one place where you dislike 'doing business' – stores, petrol stations, banks, etc. Why, do you dislike doing business with them but keep going back?*

Environment One \_\_\_\_\_