



**Tradie Tuesday 24th March 2020: 'Communication Skills with Customers', Sean Crane, Education Manager, TasTAFE.**

**Summary** (overall comprehension) shows you can keep up with conversation.

**What was the main topic?**

**What did I learn from the presenter?**

**What did I learn from the guest?**

**What questions do I have?**

**Listening** (comprehension) shows that you are ready to work with a boss and team.

**Q.** What's the difference between customer contact in residential and commercial projects?

**A.**

**Q.** What types of things do you learn 'on the job'?

**A.**

**Q.** What are technical skills?

**A.**

**Industry speak** (vocabulary) shows that you are ready for that work environment.

<b>Building and Construction Industry Words and Concepts</b>	<b>What I think it means</b>	<b>Notes from study group</b>
'Pear shaped pretty quickly'		
'Two way street'		
'On the tools'		

Tradie Tuesday features on Breakfast program, ABC Radio Hobart.

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