

Name: _____

Sales, Service and Support Showdown

Part 1

Directions:

Directions: Read each task below and decide whether it belongs to a sales, service or support role. Circle your answer, then explain your reasoning.

- 1) A farmer wants to buy a new crop product. You explain which option fits the farmer's needs best.
(Sales | Service | Support)

Why?

- 2) A product doesn't seem to be working in the field, and you go out to troubleshoot the problem.
(Sales | Service | Support)

Why?

- 3) The customer is angry because the delivery is late. You help the customer calm down and find a solution.
(Sales | Service | Support)

Why?

- 4) You're at a trade show answering questions about a new planting system.
(Sales | Service | Support)

Why?

- 5) You get a call from a farmer needing help installing a product.
(Sales | Service | Support)

Why?

- 6) A farmer asks for help setting up a mobile farming app. You walk the farmer through it.
(Sales | Service | Support)

Why?

- 7) What is the difference between sales, service and support careers?

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Part 2

Directions:

You will rotate through three stations: Sales, Service and Support. At each station, work with your group to complete the prompts below. You have 10 minutes per station.

Sales Station

Career Focus: Sales Representative

What does a sales representative do?

What skills are most important when explaining a new product?

What would you do if a customer was unsure about switching to a new product?

What is one challenge a sales representative might face?

Soundtrack for a Day in the Field:

Choose three songs and explain how each one fits a different part of the day.

1.

2.

3.

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Service Station

Career Focus: Agronomic Service Representative

What three skills are important for this role?

-
-
-

What would a technician or agronomist do to help the farmer?

What types of problems might an agronomist solve?

What about this career interests you?

"What's in My Bag?" Character Sketch

Create a backpack of what this role carries on a daily basis. Include tools, traits, snacks, paperwork and one symbolic item. Label and explain each. Include at least five items.

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Support Station

Career Focus: Customer Service Specialist

What does a customer service specialist do in the plant industry?

What is one tool (phone, email, website) a support specialist might use, and how would they use it?

Why is good communication especially important in customer service?

How does this career support the Plant Systems industry?

Meme Reaction Library

Create a meme that represents this role's daily moments (e.g., "when the farmer says it worked perfectly" or "when a delivery is late"). Add captions explaining the emotions. Include at least two memes.

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Part 3

Directions:

Answer the following questions based on your experience rotating through the career stations. When done, choose one of the reflection prompts below.

1. What career role did you connect with the most during this lesson? Why?
2. What was the most surprising or interesting thing you learned about how these careers support farmers?
3. How do these roles work together to help solve agricultural challenges?
4. Which three skills (empathy, problem-solving, communication, science, etc.) did you see as most important across all careers?

Reflection Prompts: Choose **one** of the following creative prompts and complete it on a separate sheet or in digital format:

- **Podcast Clip Script:** Write the script for a one-minute student podcast where you summarize what you learned and how a career in Plant Systems might fit into your future.
- **Career Vision Poster:** Design a poster or slide that shows how your strengths (skills, interests, personality) could be used in one of the careers you learned about.
- **Letter to Future Me:** Write a letter to yourself five years from now. Reflect on this lesson and imagine how what you learned could impact your future job, community or goals.

