

Twice Born Ministry

TRD-708: Customer Service Excellence in Trades

Course Code: TRD-708

Credit Hours: 2

King James Version (KJV) — Sola Scriptura Curriculum

Generated 2026-06-30

Course Description

TRD-708: Customer Service Excellence in Trades

Course Description

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

This course is part of **Layer 4 — Career Tracks** (Track C: Trades / Service) in the Twice Born Ministry Bible School catalog. **College category:** Professional Skills.

Course Details

TBM Cross-References

- Colossians 3:23 (KJV)

Learning Outcomes

Upon completion, students will be able to:

Explain core concepts and vocabulary for this vocational domain at college introductory level.

Apply biblical ethics when secular models conflict with Kingdom priorities.

Complete practical assignments, scenarios, or lab exercises with documented integrity.

Articulate connections between vocation, stewardship, and local church ministry.

Pass module quizzes and capstone assessments at 70% or higher.

Assessment Overview

- **Module quizzes:** JSON per module (multiple choice + short answer).
- **Assignments:** 3–4 rubric-graded projects.
- **Group projects:** 2 collaborative exercises.
- **Final exam:** Comprehensive short and extended responses.
- **Video scripts:** 3–5 instructor scripts for optional production.

Christian Guardrails

- • KJV citation standard; Christ-centered instruction.
- • Career exploration does not replace licensure, trade apprenticeships, or professional counsel where required.
- • AI tools may assist research but not replace original work or pastoral judgment.

Instructor Notes

Professor Shepherd AI instructor shortcode: [tb_ai_instructor course_code="TRD-708"]

Twice Born Ministry Bible School — Layer 4 Career Tracks

Course Modules

TRD-708 — Lesson 1: First Impressions: Appearance, Punctuality, Respect

Introduction

Welcome to Lesson 1 of **Customer Service Excellence in Trades** (TRD-708). This session explores **First Impressions: Appearance, Punctuality, Respect** within the **Track C — Trades / Service** pathway at Twice Born Ministry Bible School.

This career track provides foundational trade exploration for high school dual-enrollment and college electives. It does **not** replace trade school or licensure—it prepares students to serve with excellence as unto the Lord (Colossians 3:23).

This is **Layer 4 — Career Tracks** content at college level (or high school dual-enrollment where noted). The King James Version remains the citation standard for all scripture. Complete BS-FND-100 or listed prerequisites before advanced modules.

Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: First Impressions: Appearance, Punctuality, Respect

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

First Impressions: Appearance, Punctuality, Respect should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 1: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **First Impressions: Appearance, Punctuality, Respect** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 1 Summary: We examined **First Impressions: Appearance, Punctuality, Respect** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to Lesson 2. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

Soli Deo gloria — whether ye eat or drink, or whatsoever ye do, do all to the glory of God (1 Corinthians 10:31).

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

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Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

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TRD-708 — Lesson 2: Active Listening and Explaining Technical Work Simply

Introduction

Welcome to Lesson 2 of **Customer Service Excellence in Trades** (TRD-708). This session explores **Active Listening and Explaining Technical Work Simply** within the **Track C — Trades / Service** pathway at Twice Born Ministry Bible School.

This career track provides foundational trade exploration for high school dual-enrollment and college electives. It does **not** replace trade school or licensure—it prepares students to serve with excellence as unto the Lord (Colossians 3:23).

This is **Layer 4 — Career Tracks** content at college level (or high school dual-enrollment where noted). The King James Version remains the citation standard for all scripture. Complete BS-FND-100 or listed prerequisites before advanced modules.

Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: Active Listening and Explaining Technical Work Simply

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

Active Listening and Explaining Technical Work Simply should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 2: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **Active Listening and Explaining Technical Work Simply** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 2 Summary: We examined **Active Listening and Explaining Technical Work Simply** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to Lesson 3. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

Soli Deo gloria — whether ye eat or drink, or whatsoever ye do, do all to the glory of God (1 Corinthians 10:31).

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

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Worship Integration

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Historical Figure Spotlight

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Ministry Case Study

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Supplemental Reading and Reflection

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TRD-708 — Lesson 3: Written Estimates, Change Orders, and Documentation

Introduction

Welcome to Lesson 3 of **Customer Service Excellence in Trades** (TRD-708). This session explores **Written Estimates, Change Orders, and Documentation** within the **Track C — Trades / Service**

pathway at Twice Born Ministry Bible School.

This career track provides foundational trade exploration for high school dual-enrollment and college electives. It does **not** replace trade school or licensure—it prepares students to serve with excellence as unto the Lord (Colossians 3:23).

This is **Layer 4 — Career Tracks** content at college level (or high school dual-enrollment where noted). The King James Version remains the citation standard for all scripture. Complete BS-FND-100 or listed prerequisites before advanced modules.

Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: Written Estimates, Change Orders, and Documentation

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

Written Estimates, Change Orders, and Documentation should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 3: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **Written Estimates, Change Orders, and Documentation** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 3 Summary: We examined **Written Estimates, Change Orders, and Documentation** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to Lesson 4. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

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Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

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TRD-708 — Lesson 4: Handling Complaints with Meekness and Firmness

Introduction

Welcome to Lesson 4 of **Customer Service Excellence in Trades** (TRD-708). This session explores **Handling Complaints with Meekness and Firmness** within the **Track C — Trades / Service** pathway at Twice Born Ministry Bible School.

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Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: Handling Complaints with Meekness and Firmness

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

Handling Complaints with Meekness and Firmness should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 4: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **Handling Complaints with Meekness and Firmness** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 4 Summary: We examined **Handling Complaints with Meekness and Firmness** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to Lesson 5. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

Soli Deo gloria — whether ye eat or drink, or whatsoever ye do, do all to the glory of God (1 Corinthians 10:31).

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word.

Write a half-page response connecting supplemental reading to this lesson's theme.

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Ministry Case Study

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Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Ministry Case Study

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Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

TRD-708 — Lesson 5: Referrals, Reviews, and Reputation Stewardship

Introduction

Welcome to Lesson 5 of **Customer Service Excellence in Trades** (TRD-708). This session explores **Referrals, Reviews, and Reputation Stewardship** within the **Track C — Trades / Service** pathway at Twice Born Ministry Bible School.

This career track provides foundational trade exploration for high school dual-enrollment and college electives. It does **not** replace trade school or licensure—it prepares students to serve with excellence as unto the Lord (Colossians 3:23).

This is **Layer 4 — Career Tracks** content at college level (or high school dual-enrollment where noted). The King James Version remains the citation standard for all scripture. Complete BS-FND-100 or listed prerequisites before advanced modules.

Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: Referrals, Reviews, and Reputation Stewardship

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

Referrals, Reviews, and Reputation Stewardship should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 5: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **Referrals, Reviews, and Reputation Stewardship** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 5 Summary: We examined **Referrals, Reviews, and Reputation Stewardship** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to Lesson 6. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

Soli Deo gloria — whether ye eat or drink, or whatsoever ye do, do all to the glory of God (1 Corinthians 10:31).

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension.

Pastoral communication is part of theological training, not an optional soft skill.

Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Ministry Case Study

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Ministry Case Study

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Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the

Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

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Ministry Case Study

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Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Worship Integration

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Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

TRD-708 — Lesson 6: Commercial vs. Residential Client Expectations

Introduction

Welcome to Lesson 6 of **Customer Service Excellence in Trades** (TRD-708). This session explores **Commercial vs. Residential Client Expectations** within the **Track C — Trades / Service** pathway at

Twice Born Ministry Bible School.

This career track provides foundational trade exploration for high school dual-enrollment and college electives. It does **not** replace trade school or licensure—it prepares students to serve with excellence as unto the Lord (Colossians 3:23).

This is **Layer 4 — Career Tracks** content at college level (or high school dual-enrollment where noted). The King James Version remains the citation standard for all scripture. Complete BS-FND-100 or listed prerequisites before advanced modules.

Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: Commercial vs. Residential Client Expectations

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

Commercial vs. Residential Client Expectations should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 6: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **Commercial vs. Residential Client Expectations** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 6 Summary: We examined **Commercial vs. Residential Client Expectations** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to Lesson 7. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

Soli Deo gloria — whether ye eat or drink, or whatsoever ye do, do all to the glory of God (1 Corinthians 10:31).

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Worship Integration

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Worship Integration

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Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

Ministry Case Study

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Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

Worship Integration

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Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

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Worship Integration

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Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

TRD-708 — Lesson 7: Boundaries, Harassment Awareness, and Professionalism

Introduction

Welcome to Lesson 7 of **Customer Service Excellence in Trades** (TRD-708). This session explores **Boundaries, Harassment Awareness, and Professionalism** within the **Track C — Trades / Service** pathway at Twice Born Ministry Bible School.

This career track provides foundational trade exploration for high school dual-enrollment and college electives. It does **not** replace trade school or licensure—it prepares students to serve with excellence as unto the Lord (Colossians 3:23).

This is **Layer 4 — Career Tracks** content at college level (or high school dual-enrollment where noted). The King James Version remains the citation standard for all scripture. Complete BS-FND-100 or listed prerequisites before advanced modules.

Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: Boundaries, Harassment Awareness, and Professionalism

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

Boundaries, Harassment Awareness, and Professionalism should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 7: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **Boundaries, Harassment Awareness, and Professionalism** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 7 Summary: We examined **Boundaries, Harassment Awareness, and Professionalism** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to Lesson 8. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

Soli Deo gloria — whether ye eat or drink, or whatsoever ye do, do all to the glory of God (1 Corinthians 10:31).

Ministry Case Study

Imagine a congregant confused about this lesson's topic after watching online teaching that contradicts historic evangelical doctrine. Draft a pastoral response email that (1) expresses empathy, (2) clarifies biblical teaching with two references, (3) invites in-person conversation, and (4) avoids condescension. Pastoral communication is part of theological training, not an optional soft skill.

Historical Figure Spotlight

Research one defender of orthodoxy related to this doctrine—Augustine, Athanasius, Luther, Calvin, Spurgeon, or a modern missionary martyr. Write 150 words on how their context shaped their

emphasis. Standing on their shoulders, we inherit confessions forged in controversy. Imitate their courage and Scripture saturation, not necessarily every cultural application.

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Worship Integration

Select a hymn or worship song rich in biblical doctrine (e.g., "Holy, Holy, Holy," "And Can It Be," "A Mighty Fortress"). Analyze its lyrics for theological accuracy in light of this lesson. Lead family worship using that hymn, reading one supporting passage before singing. Theology should enliven corporate praise, not remain abstract.

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Supplemental Reading and Reflection

Assign one chapter from a standard systematic theology textbook or equivalent lecture notes. Summarize the author's definitions, note where Scripture proofs appear, and evaluate whether the Bible truly supports each claim. Theology students must read widely yet judge all teaching by the Word. Write a half-page response connecting supplemental reading to this lesson's theme.

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TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades

Introduction

Welcome to Lesson 8 of **Customer Service Excellence in Trades** (TRD-708). This session explores **Capstone: Customer Service Script Library for Trades** within the **Track C — Trades / Service**

pathway at Twice Born Ministry Bible School.

This career track provides foundational trade exploration for high school dual-enrollment and college electives. It does **not** replace trade school or licensure—it prepares students to serve with excellence as unto the Lord (Colossians 3:23).

This is **Layer 4 — Career Tracks** content at college level (or high school dual-enrollment where noted). The King James Version remains the citation standard for all scripture. Complete BS-FND-100 or listed prerequisites before advanced modules.

Pray for wisdom before studying. Career competence without Christ-centered character produces skilled workers who build on sand. We pursue excellence **as unto the Lord** (Colossians 3:23).

Core Teaching

Theme: Capstone: Customer Service Script Library for Trades

Servants, be obedient to them that are your masters according to the flesh, with fear and trembling, in singleness of your heart, as unto Christ (Ephesians 6:5, KJV). On-the-job integrity—punctuality, honest estimates, safe practices—is gospel witness without preaching at hammer-point.

Whatsoever thy hand findeth to do, do it with thy might (Ecclesiastes 9:10, KJV). Skilled trades honor God through diligent craftsmanship. The tabernacle builders and Nehemiah's wall crews model excellence without vanity.

Practical Focus

Communication, estimates, complaints, referrals, and Christlike professionalism with homeowners and commercial clients.

Competency targets for this lesson:

- Define key terms and industry-standard vocabulary at introductory level.
- Identify biblical principles that govern ethical decisions in this domain.
- Complete hands-on or scenario-based exercises in assignments and quizzes.
- Connect vocational skills to local church ministry or community service where applicable.

Professional Standards

Career track courses prepare students for further education, certification programs, or bi-vocational ministry—they do not replace licensure, trade union apprenticeships, CPA/legal counsel, or seminary ordination tracks unless explicitly stated in prerequisites.

TBM & Catalog Cross-References

- Colossians 3:23 (KJV)

Application for Vocation and Ministry

Capstone: Customer Service Script Library for Trades should change how you work, lead, serve customers, and witness.

Trade practice: Complete safety checklist, tool identification, or job-shadow reflection. Never perform licensed work without supervision.

Personal devotion: Write a brief prayer connecting today's vocational theme to Christ's lordship over your schedule, income, and relationships.

Local church: Share one insight with your pastor, deacon team, or small group—especially where bi-vocational ministry applies.

Evangelism: Prepare a 60-second testimony linking honest work or digital stewardship to the gospel hope you profess.

Lab, Scenario, or Field Exercise

Exercise 8: Complete a safety inspection checklist or measurement exercise. Photograph or sketch labeled diagrams where appropriate.

Document assumptions, resources consulted, and limitations. Submit via LMS with honor statement. Supervised field hours may count toward capstone portfolios where approved by cohort facilitator.

Discussion Questions

How does **Capstone: Customer Service Script Library for Trades** align with Colossians 3:23 ("as to the Lord")?

What secular practice in this field most often conflicts with biblical ethics?

Which prerequisite course or TBM resource best supports this lesson?

How would you teach this topic to a high school dual-enrollment student?

What is one measurable action you will take this week based on this lesson?

Summary and Next Steps

Lesson 8 Summary: We examined **Capstone: Customer Service Script Library for Trades** through scripture, vocational standards, and ministry application.

Action item: Complete the module quiz (70% to pass) and begin assignment work if due this week.

Preview: Continue to the capstone module. Review SPECIALIZATION_SOURCES.md or Kingdom Capital / TBM Marketing docs as listed in your syllabus.

Soli Deo gloria — whether ye eat or drink, or whatsoever ye do, do all to the glory of God (1 Corinthians 10:31).

Historical Figure Spotlight

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Supplemental Reading and Reflection

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Appendix A — Assignments

Week 01

Week 01 Assignment — Reflection Journal

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 1: First Impressions: Appearance, Punctuality, Respect

Learning objective (Bloom's taxonomy)

Students will **analyze** course content from **TRD-708 — Lesson 1: First Impressions: Appearance, Punctuality, Respect** with KJV integration and measurable evidence in the submission.

Task

Analyze: Write a 300–500 word reflection on **TRD-708 — Lesson 1: First Impressions: Appearance, Punctuality, Respect**. Include at least two KJV citations and one personal application.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, First, Impressions

Week 02

Week 02 Assignment — Memory Verse Application

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 2: Active Listening and Explaining Technical Work Simply

Learning objective (Bloom's taxonomy)

Students will **apply** course content from **TRD-708 — Lesson 2: Active Listening and Explaining Technical Work Simply** with KJV integration and measurable evidence in the submission.

Task

Apply: Recite this week's memory verse from memory, then write 250 words explaining how it applies to daily discipleship.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Active, Listening

Week 03

Week 03 Assignment — Expository Outline

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 3: Written Estimates, Change Orders, and Documentation

Learning objective (Bloom's taxonomy)

Students will **outline** course content from **TRD-708 — Lesson 3: Written Estimates, Change Orders, and Documentation** with KJV integration and measurable evidence in the submission.

Task

Outline: Produce a structured outline (400+ words) for the main passage in **TRD-708 — Lesson 3: Written Estimates, Change Orders, and Documentation**. Include pericope titles and one-sentence themes.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Written, Estimates

Week 04

Week 04 Assignment — Discussion Response

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 4: Handling Complaints with Meekness and Firmness

Learning objective (Bloom's taxonomy)

Students will **explain** course content from **TRD-708 — Lesson 4: Handling Complaints with Meekness and Firmness** with KJV integration and measurable evidence in the submission.

Task

Explain: Answer two discussion prompts from the Week 4 reading in 200 words each. Cite KJV only.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Handling, Complaints

Week 05

Week 05 Assignment — Practical Ministry Step

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 4: Handling Complaints with Meekness and Firmness

Learning objective (Bloom's taxonomy)

Students will **demonstrate** course content from **TRD-708 — Lesson 4: Handling Complaints with Meekness and Firmness** with KJV integration and measurable evidence in the submission.

Task

Demonstrate: Complete one practical ministry action tied to **TRD-708 — Lesson 4: Handling Complaints with Meekness and Firmness** (visit, prayer walk, family worship, or service). Submit a 200-word report plus optional photo upload.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Manual review (practical/upload).

Pass: 70%

Rubric (100 points)

Week 06

Week 06 Assignment — Witness Outline

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 5: Referrals, Reviews, and Reputation Stewardship

Learning objective (Bloom's taxonomy)

Students will **construct** course content from **TRD-708 — Lesson 5: Referrals, Reviews, and Reputation Stewardship** with KJV integration and measurable evidence in the submission.

Task

Construct: Draft a 3-minute spoken witness outline using this week's theme. Include gospel bridge, one objection with biblical answer, and call to faith.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Referrals, Reviews

Week 07

Week 07 Assignment — Cross-Reference Study

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 6: Commercial vs. Residential Client Expectations

Learning objective (Bloom's taxonomy)

Students will **compare** course content from **TRD-708 — Lesson 6: Commercial vs. Residential Client Expectations** with KJV integration and measurable evidence in the submission.

Task

Compare: Find three cross-references that illuminate **TRD-708 — Lesson 6: Commercial vs. Residential Client Expectations**. Write 400 words comparing themes (OT + NT).

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Commercial, Residential

Week 08

Week 08 Assignment — Historical Context Brief

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 7: Boundaries, Harassment Awareness, and Professionalism

Learning objective (Bloom's taxonomy)

Students will **describe** course content from **TRD-708 — Lesson 7: Boundaries, Harassment Awareness, and Professionalism** with KJV integration and measurable evidence in the submission.

Task

Describe: Write 350 words on historical/literary context for **TRD-708 — Lesson 7: Boundaries, Harassment Awareness, and Professionalism**. Minimum four KJV citations.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Boundaries, Harassment

Week 09

Week 09 Assignment — Christological Connection Essay

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades

Learning objective (Bloom's taxonomy)

Students will **evaluate** course content from **TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades** with KJV integration and measurable evidence in the submission.

Task

Evaluate: Explain how **TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades** points to Christ in 400–600 words. Use literal-grammatical-historical method.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Capstone, Customer

Week 10

Week 10 Assignment — Teaching Prep

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades

Learning objective (Bloom's taxonomy)

Students will **design** course content from **TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades** with KJV integration and measurable evidence in the submission.

Task

Design: Prepare a 5-minute teaching outline for **TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades** suitable for a small group or homeschool lesson.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Capstone, Customer

Week 11

Week 11 Assignment — Integration & Review

Course: TRD-708 · Customer Service Excellence in Trades

Week focus: TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades

Learning objective (Bloom's taxonomy)

Students will **synthesize** course content from **TRD-708 — Lesson 8: Capstone: Customer Service Script Library for Trades** with KJV integration and measurable evidence in the submission.

Task

Synthesize: Synthesize the top five themes from Customer Service Excellence in Trades. 600 words, minimum six KJV citations, one paragraph on personal growth.

Submit: Text via LMS assignment form. PDF upload optional for longer work.

Grading

Grading mode: Auto-grade eligible (written text).

Pass: 70%

Rubric (100 points)

Auto-grade hints

Keywords for automated pre-check: KJV, Christ, Scripture, God, Lesson, Capstone, Customer

Week 12

Creative Ministry Project — TRD-708

Course: Customer Service Excellence in Trades

Code: TRD-708

Learning objective (Bloom's taxonomy)

Students will **create** an original ministry artifact synthesizing course themes with KJV fidelity and scholarship-gallery quality.

Overview

Complete an original **Creative Ministry Project** demonstrating what you learned in this course. Select one project type when submitting your assignment. Approved work may appear in the [Scholarship

Gallery](<https://twicebornministry.com/bible-school/scholarships/>) so supporters can **donate toward student scholarships** — you retain credit and ownership of your work.

> This is ministry education, not a sale of intellectual property. Donations fund scholarships.

Project types

Requirements

Original work — cite all Scripture in KJV; footnote other sources.

Course connection — explicitly tie your project to at least two module themes from TRD-708.

Ministry focus — aim to edify believers or reach seekers with the gospel.

Upload — submit via the **Creative Ministry Project** assignment at the end of the course; select your project type in the form.

Length guides:

- Written: 800–1500 words
- Audio/Video: see durations above
- Photography: 1–3 images + caption
- Application: working prototype + 300-word user guide

Grading rubric (100 points)

Pass: 70%

Scholarship gallery

If your project is approved, it may be listed at /bible-school/scholarships/ with a **Support this student** donation button. Supporters give toward the scholarship fund for your project type — not to purchase your content.

Prayer

> *"Let the words of my mouth, and the meditation of my heart, be acceptable in thy sight, O LORD, my strength, and my redeemer."* — Psalm 19:14 (KJV)

Grading

Grading mode: Manual review (creative upload).

Pass: 70%

Rubric (100 points)

Creative Ministry Project

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Course: Customer Service Excellence in Trades

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