

BIE Homework Sheet

Year: 10

BTEC Business

Date issued: Wednesday 04/03/09

Date Due in: Monday 09/03/09

CustomerServiceExamples

Over the next 4/5 days keep a diary of every situation you are in that involves some type of customer service.

Write a brief description of each situation and identify whether you feel it is an example of good customer service or bad customer service – give reasons for your decisions. (You should have at least 5 examples to submit).

All Homework must be handed in on the date requested.

If you hand in homework late or it is of an unacceptable standard you will be given a p6.