

BIE Homework Sheet

Year: 10

BTEC Business

Date issued: Tuesday 03/03/09

Date Due in: Wednesday 04/03/09

Customer Service Situation Tasks

Task1



Imagine the following events happened, and think about the impacts they would have on the customer service experience at a shopping mall. Describe what you think the impacts of each event would be:



- *A Bomb Scare*

- *A Snow Storm*



- *A Power Cut*

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.