

BIE Homework Sheet

Year: 10

BTEC Business

Date issued: Wednesday 11/03/09

Date Due in: Monday 16/03/09

Types of Customers – Internal and External

Task1

Look at each of the scenarios in the table and write next to them I for internal customer service and E for external customer service, and explain why.

Scenario	Internal or External	Why you think this
A college booking a coach trip with a local coach company		
A receptionist putting through calls from reception to another department in the business		
An employee coming in to the restaurant where they work when they are not working that day.		
A student buying a CD for a friend.		
A manager doing a review of an employee for the Human Resources Department		
A passenger using a wheelchair asking for special assistance in an airport.		
An elderly lady having a reduced price haircut in her local salon		

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.