

BIE Homework Sheet

Year: 10

BTEC Business

Date issued: Wednesday 01/04/09

Date Due in: Monday 20/04/09

Customer Care Policies – research task

Over the Easter holidays you need to do some research to help you with this unit. One of the topics we are about to look at is customer care and the policies that businesses put in place to ensure they give good customer service.

Your task is to collect at least 4 examples of the ways in which businesses collect feedback from customers about the service they received from the business. You need to look for things like customer comment cards or questionnaires.

You should try to collect as many examples as possible – and there will be a prize for the most collected, and also one for the most unique business example. They can be downloaded from the internet, or picked up from the business itself.

Good Luck!

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.