

Task



Hopefully, you took in as much of the information in this tenth module as possible. To find out how well you have done, complete the following worksheet.



We recommend that you allocate at least 30 minutes to this worksheet.

SELF-MARKING



At the end of the worksheet is a convenient answers/feedback and advice section to allow you to see how well you have done.

You are not required to return this worksheet.

Activity #1



10 minutes

Write a paragraph explaining the importance of customer satisfaction

Write or type your answer here

Activity #2

 10 minutes

In a paragraph, list some effective strategies that a personal assistant can use to provide great customer service.

Write or type your answers here

Activity #3

 10 minutes

Work your way through the following paragraphs and insert the most appropriate words to fill in the missing blanks. There are 10 for you to have a go at in all.

Customers do not like 1_____ costs, charges or surprises so always keep them informed. Describe clearly exactly what will be happening before, after and during the 2_____. Failure to communicate any errors or issues could lead to your company losing a business lead or new customer, so 3_____ carefully.

You will often face 4_____ where you have to talk to an angry customer or explain things slowly to a customer who takes time to grasp details. Showing signs of 5_____ is the worst possible thing that you could ever do under the 6_____. If you are tempted to lose your cool, remind yourself that customers are the 7_____ of your business and they're the reason that you're there.

Learn to 8_____ your customers with genuine respect and attention. Each phone call needs to have a goal, just like business meetings do. You should ideally aim to have 9_____ objectives with every customer 10_____.

Write or type your answer here

1

2

3

4

5

6

7

8

9

10



Answers/feedback and advice section

Use this section to check your answers and see how well you have done

You are not required to return this worksheet

Activity #1

Advice and Feedback

Customer care is a vital component in the success of an organisation. When a customer is happy, they are more likely to spread the word about your business and become loyal customers. As a personal assistant, if you place customer satisfaction as a top priority, you will ensure that your company will have positive, customer client relationships.

Activity #2

Advice and Feedback

There are a few strategies that you can implement to help ensure that you are always providing excellent customer service. For starters, in moments of stress, try to remember that without your customers, your business would not exist. Make a point of listening to your customers, pay attention to your tone, body language, and ensure that you are communicating with an understanding and friendly attitude. Finally, always try to accommodate your customers and implement some form of a system, which offers constructive criticism and feedback.

Activity #3

Answers

1. Hidden
2. Transaction
3. Tread
4. Situations
5. Impatience
6. Circumstances
7. Heart
8. Treat
9. Specific
10. Meeting

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SUMMARY

Now that you have studied Module 10, it is time to decide if you feel you are ready to move on to the next module. Even if you struggled only slightly in this module, make sure you take the time to read through the material one more time.

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