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ASSESSMENT: BSBCUS402B – Address Customer Needs

Assessment activity 1 1. What procedures could be implemented in a workplace to identify and analyse customer needs, wants and expectations? To identify customer needs, you should first determine who your potential customers are help you develop a more detailed picture of them and understand how to target them.

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Part 1 - Understand the factors that affect an organisation and the customer service role (maps to Session 1: The role of customer service in organisations) Learning objective Place in Assessment 1.1 Describe the products and services of commercial, public and third sector organisations Question 1 Page 2 1.2 Describe the differences in customer service between commercial, public and third ...

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It follows the revised customer service strategy and screen shot of documents folder in attachment. For any more information, please do not hesitate in contacting me. Regards, □□□□□□ .

PART C. Customer Emails and Responses sent by the customer

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service staff. Email 1 from customer: Received: 13 January 2020 11 am. Logged 13 ...

BSBCUS501 Manage Quality Customer Service Assessment Task ...

Customer service is a conversation about solving problems. Handled with skill, it can turn irritated customers into most devoted ones. Technical skills

Customer Service Quiz | Check how good you are at customer ...

I signed up for Customer service... I signed up for Customer service course. I am late completing the course because I have got few health problems. My tutor Dale was very understanding. He always marked the assessment on time also supportive. Thank you vision2learn. Hopefully I will finish my last module soon and I will get my certificate. Ps.

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