



## New activities to improve customer service (Final document)

You have talked about characteristics of your cafeteria, motto, values, etc. Now it's time to write it all down - all the new activities you and your employees will do to change or improve the service. You can follow the previous chart and e-mail.

### HOW TO IMPROVE CUSTOMER SERVICE

**General statement** [The sentence gives context to the reader.]

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**MAIN IDEA: Subtitle and Details** [Details and extra information]

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**CONCLUSION**

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