

Customer Service



You have to give a presentation about good customer service.

- *Why is customer service so important? Follow the template.*
- Follow the guidelines to present your final explanation – remember, it is an oral presentation.
- You can prepare some pictures or get real items handy for the task.

Presenting Time: _____ minutes.

Points to cover		Key information to present	Language I can use for presenting the point
1.	Why is customer service so important?		
2.	How do things go when customer service is effective?		
3.	What would you do to let your employees feel comfortable working in your business?		
4.	What's the difference between quantity and quality?		
5.	How is interaction among employees in a company with excellent customer service?		
6	Extra information - How could you notice if your business has a good, average, or bad customer service?		