Hedleys College Logo

**Brief;**

Reflect on your work time in the café at Springfield park. Think about how your own actions have a direct impact on others that you work with and the customers you serve. In order to understand what GOOD CUSTOMER SERVICE is; you must also be able to identify poor customer service.

Alan

Vocational studies

Catering

Customer service



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| **What is a definition of good customer service?** |
| **Good customer service** typically means providing timely, attentive, upbeat **service** to a **customer**, and making sure their needs are met in a manner that reflects positively on the company or business |
| Think about your experience in the café and write a paragraph in your own words describing good customer service. |
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| **What does customer service mean?** |
| **Customer service** is the act of taking care of the **customer's** needs by providing and delivering professional, helpful, high quality **service** and assistance before, during, and after the **customer's** requirements are met. |
| Think about your experience in the café and write a paragraph in your own words describing customer service. |
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| **What are your strengths?** |
| **Some examples of strengths you might mention include:**   * Enthusiasm. * Trustworthiness. * Creativity. * Discipline. * Patience. * Respectfulness. * Determination. * Dedication. |
| Think about your experience in the café and compile a list of your strengths and give an example of how you use each strength in the work place. |
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| **So, what about POOR customer service?** |
| If you have access to the internet you may want to have a laugh at the comical poor customer service of; Fawlty Towers: The best of Basil (part 1) |
| Can you say what was poor customer service in the clip? |