




Introduction to Customer Service Unit

One of the units you will be doing on your course is Customer Service.

Think about times that you experienced good or bad customer service.

Give brief details below of any good customer service experiences you have had, in person or on the phone.



Give brief details below of any bad customer service experience you have had, in person or on the phone.

What do you think happens when you receive bad customer service?

- Are you likely to return to that organisation that did not give good customer service?
- Would you recommend the organisation to a friend?
- Why should organisations give good customer service?



Well done! We are looking forward to seeing you in September!