

## **SISXCCS001 Provide quality service**

### **Research Project**

Ask at least 10 people the following questions:

1. What is the best service you have ever received? Why?
2. How did you feel after this great service?
3. Did you tell anyone of this great service before now? If so, what did you say?
4. What is the worst service you have ever received? Why?
5. How did you feel after this bad service?
6. Did you tell anyone about the bad service before now? If so, what did you say?

Take the answers and find the common themes. Write a report about what you found.

**Upload your written report in Lesson Assessment Questions section**