

BSBOPS304 - Deliver and monitor a service to customers

Practical Assessment

Task 1 (Practical)

Deliver a service to at least three different customers, including:

- using communication skills to establish rapport and build relationships with customers according to organisational requirements
- identifying customer needs using appropriate questioning and active listening skills
- providing customer service according to organisational requirements
- responding to and recording customer feedback and action taken according to organisational standards, policies and procedures
- producing a report which identifies and recommends ways to improve service delivery.

Task 2 (Written Report)

Produce a written report for each client (3) – min 200 words each

- What was the nature of the service ?
- What was the date and setting ?
- How did you establish rapport with the client ?
- Did the client perform / utilize the service to your expectations ?
- What feedback was given by the service provider ?
- What feedback was provided by the client ? How was this feedback obtained ?
- What were the parts of the service that worked best ? Was there anything that could be improved ?

Assessment Submission:

Written Component – email to admin@globalfitness.edu.au

(Please ensure your name is on the document, or in the saved file name)

Practical Component:

This can be assessed in person (by appointment only) with your Tutor.

Or if submitting via video – upload to the following link

<https://drive.google.com/drive/folders/1WOKzFCq209YKHVybSvDyen4VWu6KT3Zw?usp=sharing>