

CUSTOMER SERVICE

http://web.archive.org/web/20090502163807/http://www.cbc.ca/news/yourview/2007/11/customer_service_1.html

Go to the above site.

Part 1:

Read the article and provide a brief summary (3-5 sentences). Communication 5 marks

Part 2:

Read through the comments and complete the following chart:

You must find 5 different comments about 5 different companies. For example, you cannot summarize more than one complaint about Rogers.

Application 20 marks

NAME OF PERSON POSTING	COMPANY THEY ARE COMPLAINING ABOUT 1 MARK EACH COMPANY	BRIEF SUMMARY OF THE COMPLAINT 4 MARKS EACH SUMMARY
1.		
2.		
3.		

NAME OF PERSON POSTING	COMPANY THEY ARE COMPLAINING ABOUT 1 MARK EACH COMPANY	BRIEF SUMMARY OF THE COMPLAINT 4 MARKS EACH SUMMARY
4.		
5.		

Part 3:

From your list of five, choose two and complete the following:

Thinking 10 marks

NAME OF COMPANY	HOW WOULD YOU SOLVE THIS CUSTOMER SERVICE NIGHTMARE? 5 MARKS EACH