

Building a Strong Customer Care Team

Assignment 6

Total Marks: 30

Q:1. Short Questions: (16)

- I. What is customer service?
- II. How would you differentiate between internal customers and external customers for a business?
- III. Outline the key elements of customer service.
- IV. What are the key points to consider for developing and maintaining relationships with your team and customers?

Q:2. Discuss various styles of leadership. (7)

Q:3. What is empowerment? And what is the relationship between performance management and empowerment? (7)