

MARKING SHEET FOR STUDENT'S WORK

Student Name:	TAPELA CHUBILI
Course:	Diploma in Customer Service (Level 4)
Student Number:	1341
Assignment:	02

UNDERSTANDING YOUR RESULT

The course is made up of units, which contain assignments. To complete each unit your work is assessed by your tutor along the way. This ongoing assessment allows you to analyse and improve your performance throughout your course. There are set learning objectives for each unit. All Learning objectives **MUST** be passed in order to progress. If the student has achieved less than 40% marks in the assignment it means that the learning objectives have not met and the student will be required to resubmit the work.

UNIT RESULTS ARE GRADED AS:

Pass (P)

Merit (M)

Distinction (D)

Re Submit (R)

Re submit	Pass	Merit	Distinction
0-39%	40-59%	60-69%	70+ %

If the work you produce doesn't meet the grading criteria for a Pass grade, you will be awarded R, which means 'Re submit'.

QUESTION COMMENTS

Question	Comments
Question 1	Logical and well organized answers. Well Done.
Question 2	You have clearly described the 'benefits of meeting customer expectations' and have made good use of examples.
Question 3	Your answers demonstrate the comprehensive and in depth understanding of the topics covered in this section.
Question 4	You have organized your ideas logically and have presented your thoughts beautifully using example.
Question 5	Your explanation regarding 'Classifications of customer behavior' is comprehensive; you have presented your thought brilliantly.
Case Study	Comprehensive answers. You have beautifully handled the questions related to the case.

OVERALL GRADING:

Date Graded:	23.1.2015
Overall Result:	DISTINCTION
Comments:	This is neat and very well organized work, Well Done! TAPELA.
Tutor:	M. Bajwa
Internal Verifier:	