



What is Customer Service

Assignment 1

Total Marks: 20

Answer the following Questions:

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| 1. What is customer service? | 3 |
| 2. Explain critical elements of customer service. | 4 |
| 3. Outline some ways of meeting customer's expectations. | 3 |
| 4. What are the important steps of creating a personal vision? | 3 |
| 5. Why creating a personal vision statement is important? | 4 |
| 6. How can we set goals using SPIRIT? | 3 |