

ASSESSMENT 3 – Project

Customer Service Monitoring Plan

This information is to be handed to each student to outline the assessment requirements

For this assessment, your project task is to develop a Customer Service Monitoring Plan for an organisation that you are familiar with. If you cannot identify an organisation of your own choice, seek suggestion from your trainer. Your Trainer will help you in identifying an organisation. Your project report should be documented and must be not more than 2500 words. You are allocated 5 hours to complete the project.

Your project should include the following specifications:

1. **Company/Organisation Overview:** This must include:
 - Company’s main business, product/service
 - Target customers
 - Objective of the project in relation to the organisation’s target customer
2. **Strategies to monitor progress in achieving product and/or service targets and standards**
3. **Strategies to obtain customer feedback to improve the provision of products and services, which can include any template to collect customer feedback**
4. **Monitoring action plan, which must include:**
 - Strategy
 - Action plan for each strategy
 - Resources Required
 - People Responsible
 - Timeline

Please **NOTE:** You can use the template attached at the end of the document for monitoring action plan

5. **Recording of customer service progress and complaints**

6.

Result: Satisfactory / Not Satisfactory

Assessor’s Feedback	
----------------------------	--

<p>Assessor: I declare that I have conducted a fair, valid, reliable and flexible assessment with this student, and I have provided appropriate feedback.</p>	<p>Signature: _____</p> <p>Name: _____</p> <p>Date: ____/____/____</p>
<p>Student: I declare that I have been assessed in this unit, and I have been advised of my result and provided with feedback on my performance. I understand that I have right to access CAC’s complaints and appeals procedures if I am not satisfied with the outcome of this unit.</p>	<p>Signature: _____</p> <p>Date: ____/____/____</p>