

2. What are the main indicators that a customer or client will use to determine if a business is meeting their needs? Include all aspects of a client's impression of the business.

XXXXXXXXXX

3. When developing a customer service plan how do you go about setting your product or service targets and standards? What information is required and who should be involved in the development of such plans?

4. What processes can be implemented to ensure all staff is involved in delivering quality customer service? What are the processes that can be undertaken by a business to measure the performance of staff in their ability to provide quality customer service?

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