

7. Explain how a business can review customer service strategies and indicate the types of data that should be accessed to effectively manage the customer service strategies. Include what records should be kept and how any recommendations should be implemented. *PR's 3.1, 3.2, 3.3, 3.4 & 3.5*

8. Describe in detail how customer service records and reports are used and how those documentation processes are managed in your business or organisation.