

# 1. Prepare to produce does

## Task 1a: Quality Customer Service

### Quality Customer Service Practices

#### From Customers

- Identification of the needs of customers
- Pushing Customers for providing feedbacks and comments
- Forming direct contact using Social Media Platform
- Requesting customers to make account on website or application
- Asking them politely on reviews of their experience on services

#### From Employees

- Focusing on the betterment of the employees
- Developing rewards and recognition programs for the employees
- Employee feedback forms should be encouraged
- Anonymous feedback from the employees
- Team meeting with the employees held timely
- Briefing the employees of the organizational goals and settings

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# Manage Quality Customer Service Bsbcus501c Project Answers

**Rosina Ehmann**



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