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web the assessment tasks for bsbcus501 manage quality customer service are included in this student assessment tasks

booklet and outlined in the assessment plan below to be assessed as competent for this unit you must complete all of the assessment tasks satisfactorily assessment plan assessment task overview 1

bsbcus501 manage quality customer service learner - Mar 20 2022

web develop a questionnaire to collect customer feedback related to kpis and or designed to uncover identifiable gaps between services provided including the quality of service and customer expectations