



CUSTOMER SERVICE

Remote Assessment September 2020

Candidate Instructions

- The word limit for each of the 4 questions is 750 words, giving a total assignment word limit of 3000 words.
- Write your total word count after each response.
- Responses must be your own work, based on your personal study and/or research.
- You must acknowledge all material and sources used in the preparation of your responses (books, articles, reports, lecture notes, and any other kind of material) in a list at the end of each response. A formal referencing system such as Harvard is advised but is not an essential requirement to gain all the marks available under communication and originality.
- Plagiarism is a serious offence. Do not copy in part or whole the work of other students and/or persons.
- You must include the following Candidate Declaration at the end of your submission:
“I declare that this work is entirely my own with the sources of information I have used clearly identified and acknowledged”.

Instructions for typewritten responses

- At the top of each page include your full name, Student ID Number, Centre Name and the title of the ICM Unit for which you are submitting.
- Submit your response in Arial font, black, minimum size 12, single-spaced with normal margins.
- Clearly indicate the question number for all of your responses.
- Number each page of your work.

Instructions for handwritten responses

- At the top of each page include your full name, Student ID Number, Centre Name and the title of the ICM Unit for which you are submitting.
- Submit your work in blue or black ink, in legible handwriting on lined paper.
- Clearly indicate the question number for all of your responses.
- Number each page of your work.

Advice

- Read each question several times before you answer it.
- Plan your answers before you start writing the full responses.
- Up to 5 marks are available per question for communication and originality.
- Check all your answers for content and plagiarism before submitting your work.
- Prepare your responses using the resources provided by [ICM](#), the [ICM Remote Assessment guidance](#) and any material provided by your ICM Approved Teaching Centre.



ANSWER ALL QUESTIONS

1. As a consultant in customer service, you have been asked to write a journal article entitled 'Seven Stages of Developing a Customer Service Strategy'. In your response you must demonstrate an understanding of the underpinning concepts and ideas of each stage, using a range of examples to support your explanation.

(Word limit 750)

[25 marks]

2. Negotiation is an essential skill when used in the context of customer service. Explain the techniques that customer service staff can use to improve their negotiating skills. In your response you must demonstrate an understanding of the underpinning concepts and ideas, using a range of examples to support your explanation.

(Word limit 750)

[25 marks]

3. A poor experience with a product or service can damage the relationship between a company and its customers. Explain the techniques that can be used when apologising to a customer, and the challenges customer service staff might experience in making an apology to a customer. In your response you must demonstrate an understanding of the underpinning concepts and ideas, using a range of examples to support your explanation.

(Word limit 750)

[25 marks]

4. As a customer service consultant, you are required to give a verbal presentation to graduate trainees entitled 'Customer service'. Prepare a speech as part of the presentation in which you explain the benefits to a company of providing a higher standard of customer service than its competitors. You must demonstrate an understanding of the underpinning concepts and ideas, using a range of examples to support your explanation.

(Word limit 750)

[25 marks]

END OF QUESTIONS