**Task 7 - Your task**

In this task you are to carry out duties that require you to build a relationship with clients.

**Task A**

Firstly Sarah, owner of a small business, has come to the front counter and asked to discuss what administration support services were available that would support her business, a fashionable barber and hairdresser store in the main street.

You need to describe the process you would undertake to gain the information that Sarah needs to gain to decide on a purchase of a support package. You do not have to outline the specific elements or questions you may need to ask, but you do need to identify and outline some general points (a minimum of four) that you need to carry out to learn Sarah ’s needs. In your answer you should include discussion of:

* The interpersonal skills you would use, and how you would assist the customer in providing the information.
* How you would assess the customer ’s needs and prioritise them to provide relevant information.
* The types of information you would provide to the customer given the information you will have gained from them.

**Task B**

Sometime later, while you are busy on a telephone call to your supervisor receiving details on you providing her with some data she urgently needs for a report, a customer enters the office and wishes to gain some information about the services the company offers. How would you deal with this situation?

**Task C**

A long-term customer has telephoned quite upset. He is complaining that the recent invoice his firm has received has items on it that he paid for in the last month’s accounts over four weeks ago.

He is quite angry, raising his voice at you. How would you deal with this customer? How could this problem have been prevented, and what could you to resolve the problem now as well ensure it is avoided in the future? Describe the communication skills you would use to calm the customer and the information that you would provide them.

**Task D**

One area of your work responsibilities is the handling of promotions for the business association in your local area. The group had approved the printing of 1000 promotional brochures and several hundred promotional balloons for a business event coming up in a fortnight.

The organiser of the event calls you to let you know that the brochures have arrived from the printer, but the promotional materials are still outstanding. You know these have not been received.

How would you respond to her enquiry? What you would do on receiving this feedback. Give an indication of what you would do, and how you would communicate this to the customer - give examples of what you would say, and how you would report your findings back to the customer.

You have found from your examination of the records you have of this work and from calling the supplier that the promotional balloons ordered are out of stock. Devise a plan that would enable you to ensure that you meet the needs of the customer as well as possible. Your plan must state the unmet needs of the customer, and what you propose as options to resolve the problem. Also, include statements like those that you would use when communicating the information to the customer.

Complete the Customer Service Response Form available for Anjark Services’ Intranet site. Use the task information, as well as your plan for resolving the problem to record the feedback. You may create any details which you need to complete this form.

**Task E**

The company has contracted an external consultancy to conduct a check on the staff awareness of the need for, purpose and processes used in our customer service. You are to complete the questionnaire as part of the data collecting for this work.

**What you must do:**

Refer to the Task Planning Sheet to assist you in completing this task.