**Task 4 - Your task**

In this task, you need to develop an understanding of communication protocols and techniques which will be required to interact with clients, colleagues, and supervisors.

**Some hints for you…**

To successfully complete this task, you will need to:

* Develop an understanding of communication techniques such as open and closed questioning, active listening, responding to complaints, dealing with confused and hostile people, etiquette and cultural awareness.
* Develop an understanding of customer service standards.
* Develop a Customer Service Policy suitable for your business context.
* Document and respond effectively to customer complaints.
* Develop an awareness of sustainability issues in the IT industry.
* Undertake business preparations to seek sustainable certification.

**What you must do:**

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