



## What is Customer Service

### Assignment 1

Total Marks: 20

Answer the following Questions:

1. What is customer service? 3
2. Explain critical elements of customer service. 4
3. Outline some ways of meeting customer's expectations. 3
4. What are the important steps of creating a personal vision? 3
5. Why creating a personal vision statement is important? 4
6. How can we set goals using SPIRIT? 3