

Assessment

Total Marks: 30

1. Give short answers for the following questions: (14)
 - I. What is the role of a manager in developing customer service strategy for an organisation?
 - II. How far it is important for an organisation to involve employees when developing company's vision?
 - III. What is meant by 'values' in an organisation?
 - IV. Which factors should the managers take into consideration when evaluating current service performance in an organisation?
 - V. What are the important areas to focus when developing a customer service strategy?
 - VI. What is the role of EFQM in developing customer service strategy?

2. What is seven S 'diagnostic framework? How can it be used for the assessment of culture and service orientation of an organisation? (8)
3. Write short notes on the followings: (8)
 - a) Situational leadership theory
 - b) Visionary leadership theory