

ASSESSMENT # 5

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions. (15)

- I. Define 'code of ethics'.
- II. What are the benefits of a code of ethics?
- III. Outline Asimov's Three Laws of Robotics?
- IV. What is Customer Service?
- V. Describe the four steps in the learning process.

Q: 2: Discuss the four leadership styles described by Paul Hersey and Ken Blanchard. (7)

Q: 3: Define the critical elements of customer service. (8)