

ASSESSMENT # 4**Total Marks: 30**

- Q:1. Short Questions: (16)
- I. What is customer service?
 - II. How would you differentiate between internal customers and external customers for a business?
 - III. Outline the key elements of customer service.
 - IV. What are the key points to consider for developing and maintaining relationships with your team and customers?
- Q:2. Discuss various styles of leadership. (7)
- Q:3. What is empowerment? And what is the relationship between performance management and empowerment? (7)