

(NCV) NATIONAL CERTIFICATE VOCATIONAL

DATE	SUBJECT	ACTIVITY
		LEVEL 4
	OFFICE PRACTICE Topic 4 (p234-249) REVISION	Students please make sure to keep up with the weekly activities sent to you. A PowerPoint presentation is included. After working through the respective modules, answer the questions that follow:
3 August 2020	Module 25 Identify customer requirements & how to best deal with them	1. How should management uphold good customer relations and build good rapport?
4 August 2020		2. Explain how your organisation would deal with customer expectations?
5 August 2020	Module 26 Promote features & benefits of products & services	3. Explain the difference between the a) Width b) Depth and c) Consistency of a product.
6 August 2020	Module 27	4. Name 5 types of advertising agencies.
7 August 2020	Describing ways to rectify complaints Module 28 Improve procedure for handling customer complaints Module 29 Ways of increasing customer satisfaction	5. How would you rectify complaints? 6. How can one improve the procedure for handling of customer complaints? 7. List items that can be part of your action plan to increase customer satisfaction