

## Attachment: Analyse and evaluate key principles for good relationships

Number of methodological Tool	EUPA_LO_0049_M_001
Number of attachment	EUPA_LO_0049_M_001_Att_1

### FEEDBACK PROVIDED:

1. [EXTERNAL CUSTOMER] “I bought a camera from your store and it was defective. Your sales representative would not listen to me, he was frequently looking at his watch and when another customer showed up, he asked me to step aside and wait. I waited for 25 minutes only for him to tell me that the company does not give refunds...”
2. [EXTERNAL CUSTOMER] “I visited the office of your company and there were no seats at the waiting room. I am 84 years old and I have a medical condition which does not allow me to stand for more than 5 minutes. I told the employee at the reception desk but she did not help”
3. [INTERNAL CUSTOMER - EMPLOYEE] “The new project manager demands from us to stay late at the office, but he always leaves early. The team members are very disappointed”
4. [EXTERNAL CUSTOMER - STAKEHOLDER] “I tried to prove the negative consequences that your project will have on the environment and even though your response was quick and polite, you did not go through my email carefully to answer the points one by one”