

Number of methodological Tool	<b>EUPA_LO_032_M_01</b>
Work Area Code and Title	<b>WA8 VISITORS/ CUSTOMER SERVICE</b>
Unit Code and Title	<b>2.16 Handle visitors and customers with professionalism</b>
Learning Outcome Number and Title	<b>LO032: Demonstrate a basic understanding of customer care principles and be able to apply these in an effective way, including the ability to solve routine problems using simple rules to the satisfaction of visitors and customers.</b>
Title of methodological tool	<b>A picture for customer care</b>
Objective of the methodological tool	After the completion of this methodological tool the learners will be able to summarise and have an in depth understanding of the key principles of customer care.
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written Exercise <input type="checkbox"/> Video Analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role Play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input checked="" type="checkbox"/> Creative Group Work
Description of the exercise	<p>The learners form groups of 4 or 5 players and are requested to create a poster on customer care, using several types of materials (magazines, highlighters, and any material they want). The poster should summarize the key principles of customer care in a clever and creative way. Each of the groups will present their work to a committee explaining why and how their poster reflects customer care principles.</p> <p>The committee will vote for the best poster.</p>
Exercise is accompanied by	1. Different materials such as highlighters, magazines and so on.
Exercise solution	Not Applicable
Other comments to the trainer	This methodological tool is not an exercise on the artistic skills of the group. This should be made very clear to the group. The main principle is to demonstrate an in depth understanding of customer care principles.

Methodological Tool: <EUPA\_LO\_030\_M\_002>, < **Different types of customers, always professional!**>

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