

## Methodological tool: Analyse the video

Number of methodological Tool	<b>EUPA_LO_076_M_001</b>
Work Area Code and Title	<b>WA 8: Visitors/ Customer Service</b>
Unit Code and Title	<b>3.13. Serve customers in accordance with organisational principles</b>
Learning Outcome Number and Title	<b>LO076: Demonstrate understanding of customer care principles as well as the ability to apply these in accordance with organizational principles. Be able to adopt behavior appropriate to the needs of the customer. Be able to solve customer's problems and complaints by following methods and tools adopted by the organization.</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> <li>1. Apply advanced customer care principles and techniques</li> <li>2. Handle customer complaints appropriately and effectively</li> <li>3. Evaluate customer care services</li> </ol>
Approximate Time needed for the completion of this exercise	30 minutes
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input checked="" type="checkbox"/> Group exercise <input checked="" 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 checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<ul style="list-style-type: none"> <li>• After watching the video (<a href="https://www.youtube.com/watch?v=F8dlmol79ew">https://www.youtube.com/watch?v=F8dlmol79ew</a>) ask learners to identify all the mistakes/bad choices of the company representative on the phone. Ask them to justify their opinion based on what they have learned.</li> </ul>
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	N/A