

## Methodological tool: Video analysis

Number of methodological Tool	<b>EUPA_LO_109_M_001</b>
Work Area Code and Title	<b>WA 8: Visitors/ Customer Service</b>
Unit Code and Title	<b>4.7: Deliver, monitor and evaluate customer service to internal and external customers</b>
Learning Outcome Number and Title	<b>LO109 Demonstrate ability to deliver, monitor and evaluate customer service to internal customers by providing and continuously improving services to these customers.</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ul style="list-style-type: none"> <li>- deliver customer service to internal customers by providing and continuously improve services to these customers</li> </ul>
Approximate Time needed for the completion of this exercise	20 minutes
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"/> 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	Ask learners to watch the video and then: <ol style="list-style-type: none"> <li>1. Comment on the content</li> <li>2. Indicate the elements described in the video that could be applied to their workplace</li> <li>3. Think of low-budget ways to apply the main principles of Nayar in a small organisation</li> </ol>
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	N/A