

## Methodological tool: Develop a tool

Number of methodological Tool	<b>EUPA_LO_110_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>LO110 Demonstrate ability to deliver, monitor and evaluate customer service to external customers by providing and continuously improving services to external customers.</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: 1. Monitor customer service
Approximate Time needed for the completion of this exercise	60 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 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 checked="" type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<ul style="list-style-type: none"> <li>• Try to develop a questionnaire to measure customer satisfaction in a hypothetical company.</li> <li>• The company profile can be decided by the learners or by the trainer.</li> </ul>
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	<p>The trainer should actively participate in this group work, as s/he will be constantly helping learners decide:</p> <ul style="list-style-type: none"> <li>- Content of questions</li> <li>- Type (qualitative/quantitative)</li> <li>- Measurement (Nominal/ordinal/ratio, etc.)</li> <li>- And so forth</li> </ul> <p>All these terms and tools are <b>not</b> included in the PPT, so the learners</p>

	are expected to learn what they mean and how to use them during the implementation of this methodological tool.
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