

Section D - Assessment Records

Assessment Record for Written Assessment

This document is for recording the evidence presented by the candidate during the Written Test assessment for the Competency Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)

Assessor is to ensure candidate's participation in the Written Assessment reflects good understanding and application of the subject.

Candidate's Name: _____		NRIC: _____		
Assessor's Name: _____		Assessment date: _____		
Start time: _____		End time: _____		
Competency Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)				
Written Assessment Record				
Performance Statements / Underpinning Knowledge	Assessment Criteria	Tick		Evidence of "C" and "NYC" must be recorded
		C	NYC	
PS 1. Recognise the diverse range of customers and their needs and expectations UK 1 Types of customers UK 2 Customer needs and expectations	Question 1: Identify six types of external customers Suggested Answers: <ul style="list-style-type: none"> • Expectant mothers • Persons with disabilities • Elderly/very young • Customers from other cultures/countries who speak non-English languages • Customers with families or young children • Multi-cultural customers 			
	Question 2: Suggest two ways of handling intoxicated customers Suggested Answers: (Any two of the following) <ul style="list-style-type: none"> • seat customer at the back of the dining area to avoid disturbing other diners • suggest non-alcoholic drinks or hot tea/coffee 			

Written Assessment Record				
Performance Statements / Underpinning Knowledge	Assessment Criteria	Tick		Evidence of "C" and "NYC" must be recorded
		C	NYC	
	<ul style="list-style-type: none"> offer a hot towel 			
	<p>Question 3</p> <p>Suggest five (5) expectations of customers with regards effective communication</p> <p>Suggested Answers:</p> <p>(Any five of the following</p> <ul style="list-style-type: none"> Record of their reservations made must be accurate Take down and serve food and beverage orders correctly Staff to have an empathetic listening ear to listen to their problems or complaints To be able to speak to supervisor or manager to highlight problems To be given opportunities to provide feedback To have their feedback expeditiously escalated To be appreciated for their continued support 			
<p>PS 2</p> <p>Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations</p> <p>UK 3</p> <p>Qualities and characteristics of a service professional</p>	<p>Question 4</p> <p>Identify five (5) attributes of a good service professional</p> <p>Suggested Answers:</p> <p>(Any five of the following</p> <ul style="list-style-type: none"> Ability to work with diverse team members Good communication skills Positive attitude Flexibility and ability to adapt to provide service to a range of customers Proactive in seeking out unmet needs of customers Consistent service Customer-first mindset 			
<p>UK 4</p> <p>Importance of go-the-extra-mile for service to oneself and the organization</p>	<p>Question 5</p> <p>Suggest two (2) reasons why go-the-extra-mile service is important to oneself</p> <p>Suggested Answers:</p> <ul style="list-style-type: none"> Job satisfaction Increased opportunities for recognition 			

Written Assessment Record				
Performance Statements / Underpinning Knowledge	Assessment Criteria	Tick		Evidence of “C” and “NYC” must be recorded
		C	NYC	
UK 5 Methods to exceed customer expectations UK 6 Principles of effective communication	and reward due to superior work performance			
	Question 6 Suggest three (3) reasons why go-the-extra-mile service is important to the organisation Suggested Answers: (Any five of the following) <ul style="list-style-type: none"> Enhanced reputation Increased customer loyalty Improved competitive edge Improved service standards 			
	Question 7 Suggest three (3) methods to exceed customer expectations Suggested Answers: (Any three of the following) <ul style="list-style-type: none"> Demonstrating passion for the service being delivered or product being sold Engaging with customers empathetically Recognizing repeat customers and referring to them by name Demonstrating principles of effective communication in go-the-extra-mile interactions 			
	Question 8 Identify five (5) barriers to effective communication Suggested Answers: <ul style="list-style-type: none"> Physical barriers – yelling or communication from different locations Perceptual barriers – everyone has different perceptions. Emotional barriers – withholding thoughts and feelings Cultural barriers – different religious or ethnic group behaviours Language barriers – foreigners not familiar with international language 			
	Question 9 Identify six (6) questioning techniques Suggested Answers:			

Written Assessment Record				
Performance Statements / Underpinning Knowledge	Assessment Criteria	Tick		Evidence of "C" and "NYC" must be recorded
		C	NYC	
	<ul style="list-style-type: none"> Open ended questions "Where", "How", "When", "Why", "Who" and "What" Close ended questions Answers usually "Yes", "No" or even "Maybe" Reflective questions Confirm one's understanding of listener's views. Probing questions To find out further details Leading questions "Lead" listener in the right direction Hypothetical questions Allow listener to think "What if" and "Why not". 			
	Question 10 Identify two (2) non-verbal communication skills Suggested Answers: <ul style="list-style-type: none"> Body language Active listening 			
PS 3 Create a positive customer experience by offering customized and personalized service in accordance with organisation guidelines	Question 11 Suggest four (4) methods to offer customized and personalized service Suggested Answers: (Any four(4) of the following) <ul style="list-style-type: none"> Balancing time spent with one customer against the needs of other customers Varying personal approaches in response to customer attributes such as being patient with older customers and being sensitive when handling customers from different cultural backgrounds Anticipating their needs by customizing the product or service to suit the customer Up-selling products or services by offering the customer the opportunity to purchase additional items Cross-selling products or services by offering the customer additional options that will complement their current purchase 			

Written Assessment Record				
Performance Statements / Underpinning Knowledge	Assessment Criteria	Tick		Evidence of "C" and "NYC" must be recorded
		C	NYC	
PS 4 Escalate feedback on areas of improvement to enhance the customer experience UK 7 Methods to escalate areas of improvement to enhance customer experience	Question 12 Suggest two (2) methods to identify areas of improvement Suggested Answers: (Any two of the following) <ul style="list-style-type: none"> Noting customer feedback Observing the service environment Reading mystery spotters results reports 			
	Question 13 Suggest two (2) methods to escalate areas of improvement Suggested Answers: <ul style="list-style-type: none"> Escalating feedback to supervisors or team leads Submitting areas of improvement through centralised channels such as suggestion or feedback boxes 			
	Question 14 Identify four (4) information that must be provided when escalating feedback Suggested Answers: <ul style="list-style-type: none"> Details of area for improvement Suggestions for improvements How improvement will enhance the customer experience Possible impact of improvement 			

Remarks /Feedback:

Assessor's Signature: _____ Date: _____

Observation Checklist for Role Play

Competency Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)				
Performance Statements / Underpinning Knowledge	Candidate's Performance	Tick		Remark
		C	NYC	
PS 2 Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations UK 3 Qualities and characteristics of a service professional UK 5 Methods to exceed customer expectations	Candidate is able to demonstrate			
	➤ Projecting a friendly smile to guest			
	➤ Welcoming guest with a warm and friendly greeting "Good evening Sir/madam, welcome to ABC Restaurant"			
	➤ Maintaining eye contact with guest			
	➤ Listening attentively			
PS 3 Create a positive customer experience by offering customized and personalized service in accordance with organisation guidelines	Candidate is able to demonstrate			
	➤ Offering assistance with recommendations Recommend Chef's specialty Sri Lankan Chilli Crab in place of steamed Alaskan crab			
	➤ Attending to customer's needs with positive body language Smile and offer free flow water to guest			

Remarks /Feedback:

Assessor's Signature: _____ Date: _____

Assessment Record for Role Play Assessment

This document is for recording the evidence presented by the candidate during the Role Play assessment for the Competency Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)

Assessor is to ensure candidate's participation in the Role Play Assessment reflects good understanding and application of the subject.

Candidate's Name: <u>IONTRAINED</u>	NRIC: <u>IONTRAINED</u>
Assessor's Name: <u>IONDETEST ADMIN</u>	Assessment date: _____
Start time: _____	End time: _____

Competency Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)

Written Assessment Record				
Performance Statements / Underpinning Knowledge	Assessment Criteria	Tick		Evidence of "C" and "NYC" must be recorded
		C	NYC	
PS 2 Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations UK 3 Qualities and characteristics of a service professional UK 5 Methods to exceed customer expectations	Candidate is able to demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations			
PS 3 Create a positive customer experience by offering customized and personalized service in accordance with organisation guidelines	Candidate is able to create a positive customer experience by offering customized and personalised service in accordance with organisational guidelines			

Remarks / Feedback:

Assessor's Signature: _____ Date: _____

Assessment Summary Record

Competency Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-)

Assessment Centre:			
Candidate's Name (As in NRIC)	IONTR AINEE 1	NRIC Number	

Performance Statement	Assessment Method		Overall Result Indicate C or NYC	Date	Assessor's Name	Assessor's Signature
	RP	WA				
PS 1. Recognise the diverse range of customers and their needs and expectations		✓		21 Aug. 2015		
PS 2. Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations	✓	✓				
PS 3. Create a positive customer experience by offering customised and personalised service in accordance with organisation guidelines	✓	✓				
PS 4. Escalate feedback on areas of improvement to enhance the customer experience		✓				

Legend: WA: Written Assessment C: Competent
RP: Role Play NYC: Not Yet Competent

Provide Go-the-Extra-Mile Service

ASSESSOR, please tick (✓) in the appropriate box:

This candidate has been assessed as

- ☐ COMPETENT in the Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-)
☐ NOT YET COMPETENT in the Unit: Provide Go-the-Extra-Mile Service (SVCF-CS-101C-)

(For NYC status only) Candidate, please tick (✓) in the appropriate box :

- ☐ I accept and do not wish to appeal against the NYC status
☐ I wish to appeal against the NYC status. Please see my reasons below:

Candidate's Name (As in NRIC)	IONTR AINEE I	Assessor's Name	IONIDEA TEST ADMIN
Candidate's Signature	_____	Assessor's Signature	_____
Date:	_____	Date:	_____