Performance Task
Customer Service

Objective:

At the end of the exercise, the students should be able to:

- Analyze the customer service of an enterprise based on handling inquiries, requests, or complaints.

Requirement:

- Microsoft Word

Procedures (80 points)

Part I

1. Write a formal inquiry, request, or complaint about a product or a service. Ensure that enough relevant information is stated in your letter. It could include your name, availed, or inquired product.

2. Find a pair to exchange your letter with.

3. Call the instructor to check your letter before sending it to your pair's email.

Part II

1. Based on the sent letter, respond to the inquiry, request, or complaint as if you are part of the company's customer service team. Provide helpful responses and observe respectful communication.

2. After the conversation, comment on how your pair addressed your letter.

3. Ensure to provide screenshots. Submit a PDF copy on eLMS.

GRADING RUBRIC:

Criteria	Excellent 4	Good 3	Fair 2	Poor 1	Points
Message (x5)	The student provided a **formal letter with relevant information**	The student provided a **formal letter with some relevant information**	The student provided a **formal letter with some relevant information**	The student provided an **informal letter with no relevant information**	___/20
Response (x5)	The student was **helpful and respectful**.	The student was **helpful but disrespectful**.	The student was **respectful but unhelpful**.	The student was **unhelpful and disrespectful**.	___/20
Screenshots (x5)	The student provided **correct and complete screenshots**.	The student provided **correct but incomplete screenshots**.	The student provided **incorrect but complete screenshots**.	The student provided **incorrect and incomplete screenshots**.	___/20
Analyzation (x5)	The analysis is **clear, with coherent supporting details**.	The analysis is **clear, with mostly coherent supporting details**.	The analysis is **somewhat clear, with only a few coherent supporting details**.	The analysis is **unclear, with no supporting details**.	___/20
				Total Score	__/80