

# KFC UKI TM: Service Assessment (2016)



## Review Results

Assessment ID: TMTSERVICEFINAL2016

**Student ID:** TOT9024

**Full Name:** thangaraja, Thanoja

**Student ID:** TOT9024

**Respondent ID:** 21385282

**Date Started:** 12/14/2018 11:49:47 AM

**Date Completed:** 12/14/2018 12:14:45 PM

**Attempt:** 1

### Question Group

	Num	Question
<b>Questions</b>		
<input checked="" type="checkbox"/>	1.	What can you do to ensure you create a fantastic customer experience? You answered...: None.
<input checked="" type="checkbox"/>	2.	What does PLEASE stand for? You answered...: None.
<input checked="" type="checkbox"/>	3.	How many pieces of Popcorn Chicken are in a small portion? You answered...: None.
<input checked="" type="checkbox"/>	4.	Why should you greet every customer? You answered...: None.
<input checked="" type="checkbox"/>	5.	Why should you repeat the order to the customer before pressing 'Total'? Select all that apply You answered...: None.
<input checked="" type="checkbox"/>	6.	Why should you smile at guests? You answered...: None.
<input checked="" type="checkbox"/>	7.	What should you do if you are serving a guest and a queue begins to form? You answered...: None.
<input checked="" type="checkbox"/>	8.	What does S in PLEASE stand for? You answered...: None.
<input checked="" type="checkbox"/>	9.	How much change is given when a customer presents you with a chicken cheque? You answered...: None.
<input checked="" type="checkbox"/>	10.	A customer returns their coleslaw to you with a piece of plastic in it. You should: You answered...: None.
<input checked="" type="checkbox"/>	11.	What is the maximum amount of time after a customer has left that you have to clear the table? You answered...: None.
<input checked="" type="checkbox"/>	12.	How would you deal with a customer complaint? You answered...: None.

- ☒ 13. We suggestive sell to:  
You answered...: None.
- ☒ 14. During the quiet times you should  
You answered...: None.
- ☒ 15. Why is it important that you have enough stock at the front counter for your shift?  
You answered...: None.

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Time Used: 00:24:58

**Final Score: 100%**