**Endterm Activity  
PESALVO VINO T. BSIT 3-4**

**Topic: Charge of your Learning and Development during your Professional Life**

1. Why is Learning and Development Important?  
   -The goal of Learning and development is to align employee goals and performance with that of the organization's. Those responsible for learning & development within an organization must identify skill gaps among employees and teams then develop and deliver training to bridge those gaps.
2. In your own words, define the following terms and provide an example of each term

2.1Mentor – Mentor for me a person who gives a younger or less experienced   
person help and advice over a period of time, especially at work or school.  
  
2.2Role Model – For me person whose behavior in a particular role is imitated by others

* 1. Professional Acquaintances- For me Professional acquaintance, as used in this Article 5, shall mean an individual the soliciting attorney knows personally. Mere membership in the same professional, social, or alumni organization, specialty bar, section, or the like does not qualify as a professional acquaintance.

1. Who do you think can be good mentors and role models? Explain why.

**Topic: American, Asian, and European Service Standards and their Equality and Diversity Statements**

1. Discuss the Service standards of these three countries.

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| Country | Service Standards | Equality & Diversity Standards |
| American    Culinary Service | Culinary Service standards help with good interactions and expected routine, including welcoming and providing for guests early on, serving them, and taking care of empty dishes and the check. Proper etiquette directs good behavior and includes attitude, appearance, and what not to touch | Equality&Diversity Standards is committed to encouraging diversity and eliminating discrimination amongst its employees, clients and people we meet in the course of our work. Our aim is that no one should feel unfairly disadvantaged and that each person should feel respected and able to give of their best.  To that end, the purpose of this policy is to promote equality and fairness for all in our work and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We will work to eliminate all forms of unlawful and unfair discrimination for customers, employees and prospective employees. |
| Asian  Customers Service | Customer service standards refer to the interactions between a business and customer, and the resulting customer expectations. Response time, empathy, resolution, and efficiency can go a long way towards building deeper customer relationships. | The importance of equality and diversity within the workplace is something that cannot be stressed enough. Meeting the expected standards in order to comply with legislation means that companies are not only benefiting themselves, but also their customers and clients. By following these rules and regulations, companies are not only creating a fairer system all round, but also building a business that is more appealing to their audience. |
| European  [Services of general interest](https://european-union.europa.eu/institutions-law-budget/institutions-and-bodies/institutions-and-bodies-profiles/eeas_en) | Basic services which are essential to the lives of the majority of the general public and where the state has an obligation to ensure public standards (to defend the public interest). | Services of general economic interest (SGEIs) are different from ordinary services in that public authorities consider that they need to be provided even where the market is not sufficiently profitable for the supply of such services. The concept of services of general interest is based on the concern to ensure that a quality service is provided at an affordable price everywhere for everyone. Services of general interest contribute to achieving the objectives of solidarity and equality of treatment underlying the European model of society |

**Topic: Vision and Mission of Service Organizations**

Instruction:

1. Form your own mock company

Acme Corporation

1. Create your vision and mission  
    Mission  
    Our holistic approach is to ensure Health, Vigour and Happiness for all by manufacturing ethical drugs and medicines of the highest quality at affordable price and expanding in the local and global market.  
    Vision

To ensure Health, Vigour and Happiness for all.

**Topic: Culture and Values of an Organization**

Instruction: Write a Vision, Mission, and Value Statement for a service company that falls under any of the following industries

* Transportation
* Hospitality
* Education
* Entertainment
* Food Services
* Financial Services
* Health Care
* ****Customer Service

**Mission**

To provide patient-centered healthcare with excellence in quality, service, and access.  
 **Vision**

A community in which all people achieve their full potential for health and well-being across the lifespan.  We work to be trusted by patients, a valued partner in the community, and creators of positive change.

**Topic: What is Customer Service?**

1. Is it possible to exceed customer service?

Yes Exceeding customer expectations means delivering an exceptional customer experience that leaves a lasting, memorable impression. The quality of every customer's interactions with your business, not just with the customer service department, is just as important as the product or service sold.

**Topic: Importance of Customer**

1. Identify and differentiate the different types of customers.

1.New customers

Newcomers are always going to have a few questions about how things work but might not always know how to ask.If they’re in your help-center already, they clearly liked something about your product and probably aren’t looking for you to upsell them.

2.Impulse customers

This customer is quick to buy when something catches their eye, but aren’t always the best at reading the fine print.

3.Angry customers

Whether they are just having a bad day or have encountered the same issue one too many times, you will have to deal with some customers that aren’t being very friendly.

4.Insistent customers

Here we have a case of the highly informed customer types.

5.Loyal customers

This should be one of your favorite types of customers, but they may also be expecting an even higher standard of service.

1. What makes a customer important?

A customer is an individual or business that purchases another company's goods or services. Customers are important because they drive revenues; without them, businesses cannot continue to exist.

1. What is the relative value of each customer based on the interactions BPOs establish every day?

The relative value of each Customer relationship management is one of the main tasks delegated in outsourced companies. Commonly in call centers, CRM enables companies to attract and convert leads, retain customers, and give better services through business process outsourcing.

1. Based on the company's actions so far, would you say that their methods are effective or not? Why?

Organizations that have establish an effective decover making strategy tend to do the following smply are and clarify decision nights across the organizations.

1. Who are the main stakeholders in a customer service-oriented organization?

Primary stakeholders customers,suppliers,mentor,employes among and have a relationship of interdependence between the stakeholders.

**Topic: Customer Service Interactions**

Established customer service interactions via

* Phone
* Email
* Chat/Web
* Fax/Mail
* Face to face

**Face to face interactions**  
  
Face-to-face interaction is social communication carried out without any mediating technology. It is defined as the mutual influence of individuals’ direct physical presence with their body language and verbal language  
  
**Example:**

Face-to-face communication occurs when two people simply strike up a conversation across from each other at a desk, over coffee, in a living room, in an office on a break without a conscious effort. A face-to-face encounter can be as quick as a chat in the hallway, at the employee's desk, in the conference room, in the break room or a 60 minute meeting discussing the work.

**Topic: Dealing Customers**

1. In buying a pair running shoes, what quality standards would you be looking for?

Choosing shoes that are suitable for your gait and body type.

1. Explain why Average Handle Time (AHT) is inversely proportional with Customer Satisfaction (CSAT)?

Average Handle Time (AHT) is a metric that is used in measuring the average duration of every transaction, from the initiation of the contact to its resolution.

**Total talk time** – The amount of time the agent spends when talking to a customer.

**Total hold time**– It will only be a part of AHT calculation when the agents put the customer on hold. The time of the customer spent waiting in the line before speaking with the agents is not included.

**Total time of operation**– This includes reviewing the previous conversation or contact and understanding the whole customer inquiry, it also covers the agent’s length of time during the composition of the replies.

**Topic: Internal Company Methodology and Standards**

1. What happens when an organization only depends on service qualities and does not have service standards?

Not only do you lose customers, but you run the risk of losing your best employees. When your companies has a customer service problem, your best employees are forced to pick up the slack for bad employees. This leads to burnout and dissatisfaction from the people you rely on most

1. When service qualities are not measured, how can you say that proper service is given to customers?

In a general sense, measuring service quality depends entirely on the context and brand promise, and service quality dimensions vary according to the industry. However, the industry standard and most widely-used metric is SERVQUAL.