

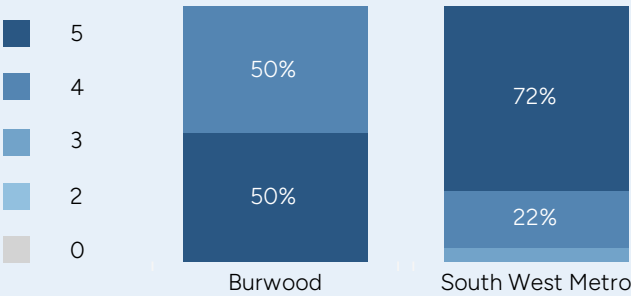
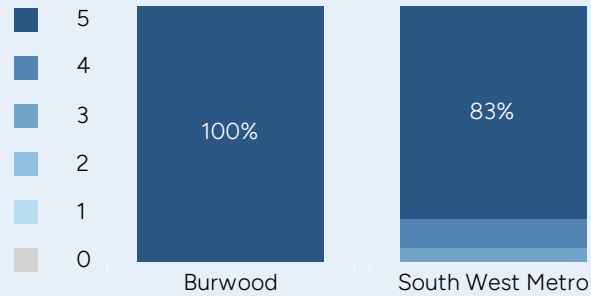


Explain Expectations & Resolve Situations 96.3%

South West Metro: 91.0%

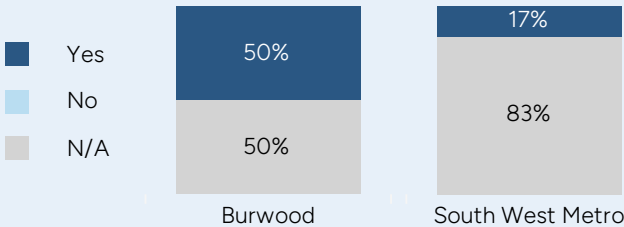
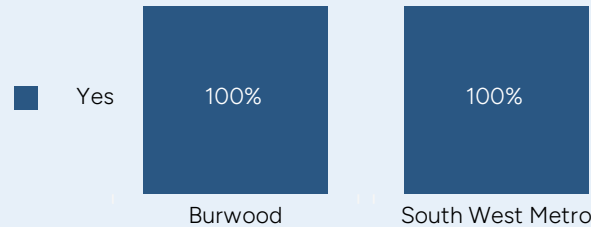
Helpful

Clearly Explained Steps & Outcomes



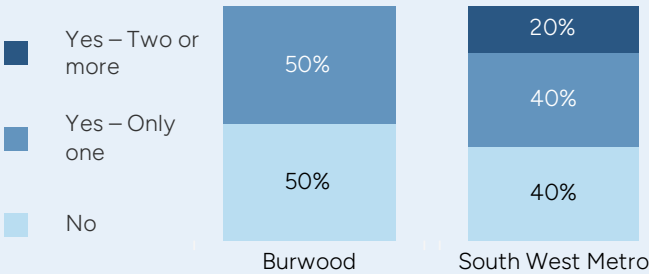
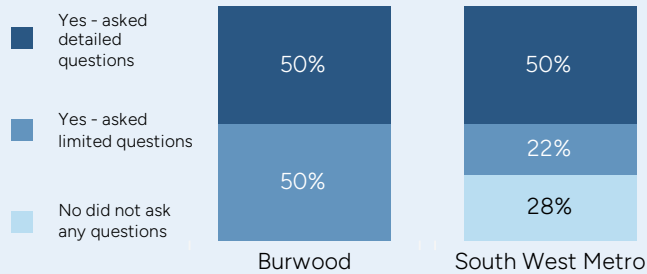
Listen to Enquiry

Took Steps to Provide an Outcome  
(if NSWPF Employee did not know the answer)



Probing

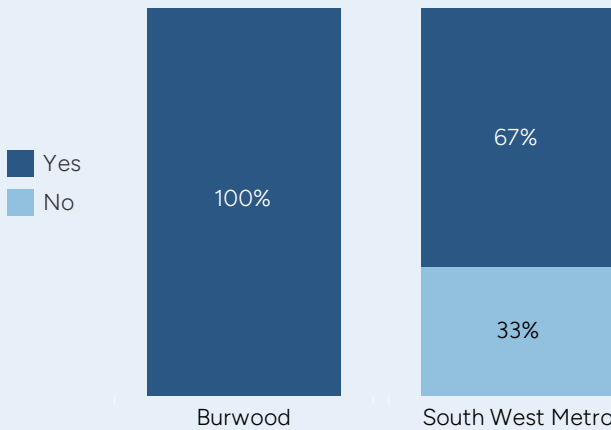
Additional Materials



Communicatio.. 100.0%

South West Metro: 66.7%

"Anything else I can help you with today.."



Appropriate Farewell

