

Bsbcus401b Answers

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1. Advise on customer service needs. 1.1 Clarify and accurately assess customer needs using appropriate communication techniques . 1.2 Diagnose problems matching service delivery to customers and develop options for improved service within organisational requirements . 1.3 Provide relevant and constructive advice to promote the improvement of customer service delivery

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The Assessment Key provides answers to the short-answer questions, ... Criterion 1.1 of Unit BSBCUS401B, can be gathered using Assessment Tasks 4.2.3 and 4.2.5.

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Write your answers in the spaces below using a blue or black pen. Alternatively type a document and provide a printed copy. If you re-type the document, repeat each question in the document and type your answer under the question. Instructions to Assessor: Written Benchmark Answers The following answers are supplied for you (the assessor).

As s se essmmentt TTAaskkss As sse essoorr GGuuiidde

Is superseded by and equivalent to BSBCUS401B - Coordinate implementation of customer service strategies: This unit replaces BSBCUS401A Coordinate implementation of customer service strategies. Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures. 27/Nov/2011

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3. Poor Service Delivery Essay Denying of Federal Funds of Abortions for Poor Women. the issue was about federal funding for abortion. According to a news report of Adam Clymer, "After [a] furious debate, anti-abortion forces won a significant victory today when the house voted to retain curbs on Federal financing of abortions for poor women except in cases of rape, incest or threats to the ...

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