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Task 1, Question 1 Point 2 (video) to go with BSBCUS301A_answers.doc.

Assessment BSBCUS301A

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BSBCUS301A: Product and service features and benefits

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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 essmmenntt TTaaskkss As sse essoorr GGuiidde

Trying to find someone to train or assess you? This link lists all the RTOs that are currently registered to deliver BSBCUS301A, 'Deliver and monitor a service to customers'. Google Links links to google searches, with filtering in place to maximise the usefulness of the returned results Books

Training material for BSBCUS301A - Deliver and monitor a ...

BSBCUS301 DELIVER AND MONITOR A SERVICE TO CUSTOMERS FORMATIVE ASSESSMENT ACTIVITY ONE: 1) In a short paragraph explain the term internal customers. An internal customer is a customer is directly connected to an organisation, and is usually internal to the organisation. They might be other teams, sections or divisions within the organisation, individual employees, managers or supervisors.

FORMATIVE ASSESSMENT - BSBCUS301 DELIVER AND MONITOR A ...

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Theory Assessment Tasks - sample.docx Page 14 2 BSBCUS301A Deliver and monitor a service to customers Theory Assessment Activity 1.1 and 1.2 What are interpersonal skills? Why do you need to identify and clarify your client's needs? Why is it important to listen to the client? Why might a client's priorities change?

Absolute Domestics First Step Pty. Ltd. Theory Assessment ...

1. Complete the online test titled BSBCUS301B. This test consists of completing a series of 10 online questions. These questions may consist of true or false, multiple choice or short answer questions. In order to pass you need to correctly answer seven or more questions (7 out of 10). You must complete this quiz by the end of week 2. 2.

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