**EMPLOYEE ENGAGEMENT**

**Learning Outcome 4: ACTIVITY 5**

**PAIRS ACTIVITY**

**What is required for excellent customer service?**

In pairs, complete the following:

|  |
| --- |
| Think of examples where you have experienced what you considered to be ‘excellent customer service’.1. What were the characteristics that made it ‘excellent’?
2. Now think about the members of staff delivering that service. What skills and behaviours did they exhibit to make that service be considered as ‘excellent’?
3. In your opinion, is there a link between high levels of employee engagement and excellent customer service? Justify your answer.

Be prepared to discuss your answers in class. |