

# Formative Assessment

Course Name	Maintain reception area
Course ID	14351
Assignment Title	Knowledge Questions
Assignment Number	1
Total Pages Submitted	

Please complete the next section in your own handwriting and ensure that you declare your preparation and authentication for this assessment before you continue.

Student Name	
Student Surname	
Student ID Number	
Contact Number	

### Preparation and Authentication Confirmation

I hereby declare that I have been prepared for all assessment activities. I am aware of the requirements and time frames of this assessment and undertake to complete any remedial or additional work required for the assessment of the submitted course, where required.

I hereby declare that the evidence presented in this portfolio is my own work, and that I have participated in preparing the evidence in the case of group work activities. Where applicable, I have recognized sources of information used in the preparation of this assessment.

Student Signature	Submission Date

/	
Total Mark Achieved	Total Percentage Achieved

Competent



Not Yet Competent

1 <sup>st</sup> Attempt	2 <sup>nd</sup> Attempt	3 <sup>rd</sup> Attempt











### 11. Question

Discuss the importance of monitoring customer satisfaction.

#### Answer


Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	
Allocated Mark			Out Of	

### 12. Question

What are the customers requirements/needs and how can you make sure that you address such needs?

#### Answer


Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	
Allocated Mark			Out Of	

### 13. Question

Discuss how you are able to monitor visitor satisfaction.

Answer

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	
Allocated Mark			Out Of	

#### 14. Question

Discuss when and how you are able to receive feedback from your customers

Answer

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	
Allocated Mark			Out Of	

#### 15. Question

What steps can you take to improve the customer satisfaction at your organisation.

Answer


Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

## Student Achievement

**Mark Achieved \_\_\_\_\_ / Marks**

Assessor Signature		Moderator Signature	
Assessment Date		Moderation Date	

**Assessors Feedback**