



Essential Answers

Customer Service: Providing a 5 Star Experience



Answers

Markers may orally assess staff who require further assistance. Assistance may include rewording the question or answers where the meaning/intent of the original wording is maintained.

Part A

- 1) True
 - 2) False
 - 3) False
 - 4) False
 - 5) True
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Part B

- 1) B
 - 2) D
 - 3) D
 - 4) A
 - 5) A
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Part C

- 1) B
- 2) A
- 3) A
- 4) B
- 5) B

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