



Your name:

Date:



Part A

Please tick the correct TRUE or FALSE ANSWER.

Example: A care plan should evolve over time to incorporate changes in the resident's needs.

True

False

1. Residents' relatives and friends may tell other people about your service.

True

False

2. Good care and good customer service are completely different things.

True

False

3. Teamwork is not essential to excellent customer service as long as you are polite yourself.

True

False

4. Phone conversations are not admissible as feedback and do not count.

True

False

5. Negative feedback can help a service to improve.

True

False



PART B

Select the **MOST CORRECT** answer from the options below each question.

Example: *Person centred care planning should consider these needs of the older person:*

- a) Physical and medical
- b) Medical and psychological
- c) Social and spiritual
- d) Physical, medical, psychological, social and spiritual

1. Residents' relatives and friends should be important to you:

- a) because that's what the law requires
- b) because they are important to your residents
- c) because they may give tips for good service
- d) because in a few years' time they will be your customers

2. Who are your customers?

- a) Your residents
- b) Your colleagues
- c) Visitors
- d) All of the above answers

3. How might you reassure someone that you have understood what they have said?

- a) Tell somebody else
- b) Nod three times
- c) Shake their hand
- d) Summarise what they've said

4. According to the course, the basic standard of customer service is:

- a) efficient, proactive and person centred care
- b) efficient, proactive and task focused care
- c) steady, reactive and person centred care
- d) proficient, productive and commercially sensitive care

5. According to the course, the hospitality model says "This is our style..."

- a) "...what do you need us to change to make you more comfortable?"
- b) "...we can suggest alternative styles if you wish"
- c) "...we think it's the best option and you will like it"
- d) "...and it's general enough for everyone to like"



PART C

Select the MOST CORRECT word or phrase to complete the sentence.

Example: A resident's.....signs such as temperature are also described as "obs" or "observations."

- a) life
- b) vital
- c) key

1. Residents' relatives and friends are customers.
 - a) secondary
 - b) indirect
 - c) direct

2. According to the course, staff will often do the minimum required for a task.
 - a) unmotivated
 - b) many
 - c) temporary

3. Five star customer service needs everybody working
 - a) together
 - b) weekends
 - c) independently

4. The "..... model" is the way top hotels around the world operate.
 - a) business
 - b) hospitality
 - c) care

5. According to the course, you should take the opportunity to go that "..... mile".
 - a) final
 - b) extra
 - c) shortest

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