

Milly Alom - placement customer service skills

by Milly Alom

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Assignment 1: 4 Element Portfolio

Placement: Customer Experience and Service Skills BMGM4003

Student Name: Milly Alom

Student Number: 1712057

Lecturer: Ffion Cumberpatch

Good

Word Count: 930

Element 1: Customer Service Skills at Kalimirch 3

Element 2: Customer Service Experience at Kalimirch: 4

Element 3: Guest feedback at Kalimirch: 5

Reference: 6

Very good

Element 1: Customer Service Skills at Kalimirch:

Awk.

Customer service skills is one of the key elements to focus on in any kind of restaurant as all diners who visit restaurant would want to be welcomed as that way, they will feel more comfortable and relaxed. At Kalimirch they follow Customer service very well and make sure all staffs including myself follow customer service for customers and staffs making sure all parts have been dealt with properly. If for any reason customers are not satisfied with the outcome of and problem, it will bring a bad impact for the business. Kalmirch has been working very hard to maintain customer service and that way the reputation of kalimirsch is in a high standard.

Sp.

At Kalimirch I have learnt different type of customer service skills which are as follows good communication with both staffs and customers, speak politely and clearly to others, I am able to solve problem or any kind of complaint after discussing with the manager and always try my level best to keep customers happy by ensuring customers satisfaction. Customer service is very important any kind of role and its very important to make your customers happy as without the customers your business will not be successful.

Grammatical Error
Insert example

At Kalimirch the main manager always has one to one with staffs to go over any individual issues which we need to work on to help and gain a better understand on service skills towards the business.

At Kalimirch all staffs including myself must warm welcome customers face to face. We must approach them, so they don't feel left out and try our level best to give them a high standard of services.

Sp.

Contraction

More personal reflection required. You should identify key skills and discuss how you have demonstrated these skills in the context of the food service industry. You should also reflect on any challenges you have faced in providing excellent customer service and how you have overcome them

You should have a balance of academic sources to support statements.

Element 2: Customer Service Experience at Kalimirch:

By attending my placement in Kalimirch I have learnt several ways of dealing with customers for example one time there was a complaint from a customer over the phone saying that the food was a bit cold than usual, so I had to apologies for the issue and gave customer two options to either resend the food straightaway in a high temperature or they can have a credit to repurchase on their next order, which customer was so happy they did not Contraction to take up any offer instead said we will still order from kalimirsch as we are one of the regular customer but thanked me several times for the outcome I came up with.

Another time during my placement a couple came into kalimirsch for the first time but was not sure what to order but they only came in after been recommended by their friends so I sat down with them first made they feel welcomed to kalimirsch so they are more relaxed and not think they are been rushed into ordering, and then I first asked some question of what type of food they enjoy whether they like mild or spicey food etc, and then recommended some of kalimirsch special dishes which they couples was happy to order to try out first time. After few days they came back ordered more food but as well as that they also gave me a £30.00 voucher as a gift for helping them out choose the right food for them. 1

I personally think when diners come to place order, it is very important to listen to diners carefully when writing down orders and then repeat it back to them as that way no mistake will happen, diners will get the correct food they ordered, but not always everyone is perfect mistake does happen by human and for any reason if I was not paying much attention or been distracted by anything then I might have missed out what diners wanted to order therefore the order will be messed up. If orders are taken carefully no complaints will be made but if there is lack of listening and order gets messed up, then of course complaints will rise up. However, to avoid any kind of complaints I always try to do it right from the beginning Grammatical Error

I always use respectful titles such as Sir, Ma'am or miss etc as it works well and shows extra respect for the customer.

I always allow customers or staffs Sp. talk and not interrupt. By interrupting anyone not just customers but staffs as well it can bring a bad impact and individual respect just drops off.

Strong examples. Lack of academic sources to support.

Element 3: Guest feedback at Kalimirch:

In any kind of work environment feedback is a good thing to get from staff, colleagues, friends or customer. Sp.

~~Good thing about~~ kalimirch is that they always give rewards to staffs for good work, good service and behaviour towards both staffs and customers. Sometimes I do notice I am doing something extremely good, but the manager will come up to me and Sp. praise me, and it gives you the extra boost to work even harder.

At kalimirch they have their own website, instagam page where customers have the right to give good or bad feedback and sometimes, I think having some bad feedback is not a bad thing it gives us as a staff the opportunity to learn from our mistake. Good

I have mainly been given good feedback from kalimirch customers for myself by face to face, majority of the feedback are good as it is all coming from the regulars who know me for a while.

One of the feedback which I was very impressed with, which again I was very surprised when I received £30.00 voucher from a couple who ordered first time with Kalimirch, because of the great service I provided them and welcomed them in a great manner.

Getting good feedback always makes me feel better as it gives me the extra boost thinking im doing the right thing for the customers and that customers are happy with my service therefore they are giving good feedback for myself.

Good use of examples.

This is a poor reference list, you should have academic sources to support your statements.

Reference:

Kalimirch Barry

www.kalimirchbarry.co.uk

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GRADEMARK REPORT

FINAL GRADE

42/100

GENERAL COMMENTS

Instructor

Little or no evidence of reading.

Limited attempt at evaluation of the underlying concepts and principles, tending towards description.

An adequate awareness and mostly appropriate application of basic methods.

Basic appreciation of the context of the application.

Mostly ordered presentation and structure in which relevant ideas / concepts are reasonably expressed.

1. Engagement with Literature Skills 0/10

Your work must be informed and supported by scholarly material that is *relevant* to and *focused* on the task(s) set. You should provide evidence that you have accessed an appropriate *range* of sources, which may be academic, governmental and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the *credibility* of your sources; academic journals are normally highly credible sources while websites require careful consideration/selection and should be used sparingly. Any sources you use should be current and up-to-date, mostly published within the last five years or so, though seminal/important works in the field may be older. You must provide *evidence* of your research/own reading throughout your work, using a suitable referencing system, including in-text citations in the main body of your work and a reference list at the end of your work.

Guidance specific to this assessment: Use a range of academic sources relevant to culinary skills and customer service, including journal articles, textbooks, and online resources, to support your reflections and analysis. You should demonstrate the ability to evaluate and reflect on the literature to develop your understanding of customer service, communication, and problem-solving in a culinary context.

Use appropriate referencing and citation methods, following the IHM's UWTSD Harvard Referencing Guide, to acknowledge the sources used in your portfolio.

2. Knowledge and Understanding Skills 12/30

At level 4, you should be able to demonstrate knowledge of the underlying concepts and principles associated with your area(s) of study. *Knowledge* relates to the facts, information and skills you have acquired through your learning. You demonstrate your *understanding* by interpreting the meaning of the facts and information (knowledge). This means that you need to select and include in your work the concepts, techniques, models, theories, etc. appropriate to the task(s) set. You should be able to explain the theories, concepts, etc. to show your understanding. Your mark/grade will also depend upon the *extent* to which you demonstrate your knowledge and understanding.

Guidance specific to this assessment: You should demonstrate an understanding of the principles of customer service in the hospitality industry, including effective communication, problem-solving, and relationship-building. Apply relevant theories and concepts related to customer service, communication, and problem-solving in your reflections and analysis. Identify

areas of strength and weakness in your knowledge and understanding of customer service and culinary skills and reflect on how you have developed during your placement.

3. Cognitive and Intellectual Skills 4/10

You should be able to present, evaluate and interpret qualitative and quantitative data, in order to develop lines of argument and make sound judgements in accordance with basic theories and concepts of your subject(s) of study. You should be able to evaluate the appropriateness of different approaches to solving problems related to your area(s) of study and/or work. Your work must contain evidence of logical, analytical thinking. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. This means not just describing what! But also justifying: Why? How? When? Who? Where? At what cost? You should provide justification for your arguments and judgements using evidence that you have reflected upon the ideas of others within the subject area and that you are able to make sound judgements and arguments using data and concepts. Where relevant, alternative solutions and recommendations may be proposed.

Guidance specific to this assessment: Analyse and evaluate your personal learning outcomes and experiences during your placement, including the challenges and opportunities you encountered.

Use critical thinking skills to reflect on your customer service skills, your ability to solve problems, and your communication skills in a culinary context.

Evaluate how your placement has influenced your attitudes and

beliefs towards customer service and the hospitality industry.

4. Practical Skills 14/25

At level 4, you should be able to apply the basic underlying concepts and principles to evaluate and interpret these within the context of your area of study. You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations and/or a particular context. How do they work in practice? You will deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, or to create artefacts. This is likely to involve, for instance, the use of real world artefacts, examples and cases, the application of a model within an organisation and/or benchmarking one theory or organisation against others based on stated criteria.

Guidance specific to this assessment: *You should demonstrate an understanding of how customer service skills can be applied in a culinary context, including the importance of effective communication, problem-solving, and relationship-building. Reflect on your practical experiences during your placement, including the tasks you undertook, the challenges you faced, and the skills you developed. Evaluate the impact of your practical experiences on your development of customer service skills, and identify areas for future improvement.*

5. Transferable Skills for Life and Professional Practice 12/25

Your work must provide evidence of the qualities and transferable skills necessary for employment requiring the exercise of some

personal responsibility. This includes demonstrating: that you can communicate the results of your study/work accurately and reliably, and with structured and coherent arguments; that you can initiate and complete tasks and procedures, whether individually and/or collaboratively; fluency of expression; clarity and effectiveness in presentation and organisation. Work should be coherent and well-structured in presentation and organisation.

Guidance specific to this assessment: You should write this assignment as a reflective essay, provide your student name, number, module name and module code and assignment title. You should use a font of Arial 12 point. Justify your text, in order for your journal to look professional. Use 1.5 line spacing throughout the document. Spelling and grammar should be accurate.

PAGE 1

QM **Good**
Good

PAGE 2

QM **Very good**
Very good

PAGE 3

QM **Microsoft Settings**

Be sure to adhere to the Microsoft Settings, Arial Size 12, Justified Text, 1.5 Line Spacing.



Awk.

Awkward:

The expression or construction is cumbersome or difficult to read. Consider rewriting.



Sp.

Spelling error



Sp.

Spelling error



Grammatical Error

Grammatical Error



Insert example

An example here would have demonstrated a deeper knowledge and understanding.



Sp.

Spelling error



Contraction

A contraction is a shortened form of a word (or group of words) that omits certain letters or sounds. In most contractions, an apostrophe represents the missing letters. Do not use contractions in your academic writing.

Text Comment. More personal reflection required. You should identify key skills and discuss how you have demonstrated these skills in the context of the food service industry. You should also reflect on any challenges you have faced in providing excellent customer service and how you have overcome them

Text Comment. You should have a balance of academic sources to support statements.



Contraction

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Comment 1

avoid using etc in your academic work

QM

Grammatical Error

Grammatical Error

Strikethrough.

QM

Sp.

Spelling error

Text Comment. Strong examples. Lack of academic sources to support.

PAGE 5

QM

Sp.

Spelling error

Strikethrough.

QM

Sp.

Spelling error

QM

Good

Good

Text Comment. Good use of examples.

PAGE 6

Text Comment. This is a poor reference list, you should have academic sources to support your statements.