**TITLE** (This is the title of your report and should be on a separate page)

**TABLE OF CONTENTS** (This lists the topics you will cover in your report with the page number for each topic. This should be on a separate page)

**1: EXECUTIVE SUMMARY** (This is a brief overview on what your report is all about. Approx. 1/4 to 1/2 page)

**2: CUSTOMER SERVICE IMPROVEMENT RECOMMENDATIONS (1-2 pages)**

(For the each of the 2 improvements, clearly explain the current problems – be specific – and then describe each recommendation and how it will improve customer service making reference to the specific issue noted in scenario in Task 1. Ensure you describe ***how*** it satisfies Competition & Consumer Act 2010)

Recommendation 1: (Insert here, the brief title of this recommendation).

Current problems this will fix:

Explanation on how it will fix the above problems:

Applicable Policies & Procedures which need to be altered & how:

Recommendation 2: (Insert here, the brief title of this recommendation)

Current problems this will fix:

Explanation on how it will fix the above problems:

Applicable Policies & Procedures which need to be altered & how:

**3: IMPLEMENTATION PLAN** (approx.1/4 - 1/2 page)

(A brief overview of the attached plan)

**5: CONCLUSION** (summarise your report – approx. 1/4 to 1/2 page)

Name: Title: Date:

Signature:

Encl: Customer Service Improvements Implementation Plan