**Task 4:**

**Coffeeville**

**Evaluation of Customer Service**

By: Student Name

Date:

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**Executive Summary**:

(Approx: ¼- ½ page summary on what the report is all about – describe the reasons for this report)

**Evaluation on Customer Service**

1. Analysis of Customer Survey Results (Appendix 8)
2. Proposed Changes To Maintain Customer Service Standards
3. Two Recommendations to Improve Service Delivery
4. Two Future Directions on Customer Service Strategies
5. How To Monitor & Report on Changes to Customer Satisfaction
6. Schedule for Monitoring & Reporting

**Conclusion**: (1/4 – ½ page summary which describes the purpose and your recommendations of your report).