252214 FORMATIVE ASSESSMENT

Formative assessment 1 SO1

#### Work in groups: role play

Select one member of the group to be the customer while another member of the group is the employee.

A customer phones in with a request for a new bathroom This must include everything: a shower, a bath, a basin with cabinet, toilet and tiles. The customer wants everything to be colour coded in pink and green and wants bronze taps, not chrome taps and fittings.

A representative of the company will have to go to the customer’s house to measure the dimensions of the kitchen in order to prepare a quote.

Your company also offers certain add-on opportunities – if a customer’s order exceeds R15000, they can purchase bathroom towels at 50%.

Prepare a role play where the employee takes a verbal order and records all the requirements of the customer.

The rest of the group has to analyse the interplay between the employee and the customer and check whether the employee noted all the requirements of the customer.

#### Work in pairs

How can you find out what the competition is doing?

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#### Individual activity

List the 9 steps of sales

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Formative assessment 2 SO2

#### Class activity

Your company sells bathroom and kitchen fittings to high-end customers, meaning that your products are exclusive and expensive.

Do a SWOT analysis to find out what the competition is doing and how to increase sales

#### Group activity

Select one member of the group to be the customer while another member of the group is the employee.

A customer walks into the shop and wants to redo her kitchen. This will include everything: cupboards, sinks, stove, tiles, etc. She wants everything in black and white with chrome fittings.

Your company also offers certain add-on opportunities – if a customer’s order exceeds R25000, they can purchase kitchen lights and curtains as well as pot and pan sets at 50% off.

Prepare a role play where the employee takes a written order and records all the requirements of the customer. A representative of the company will have to go to the customer’s house to measure the dimensions of the kitchen in order to prepare a quote.

The rest of the group has to analyse the interplay between the employee and the customer and check whether the employee noted all the requirements of the customer.

#### Individual activity

Explain the elements of a SWOT analysis:

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Formative assessment 3 SO3

#### Work in pairs

1. Develop an order form to use
2. Record the order from the assessment 2on the order form
3. Give to the next pair to check for correctness
4. List all the errors contained in your order form as well as the order form checked for another pair of learners
5. Redo the order form, making sure that everything is correct.

Formative assessment 4 SO4

#### Work in pairs

Refer to formative assessment 1

1. The customer has accepted the quote and wants the bathroom installed 2 weeks from now
2. Installations have confirmed that they will be able to install the bathroom on the required day
3. Record this information on an order form
4. Have another pair of learners check your order for correctness

#### Individual activity

What should you do if, on the day of the installation, the bath falls off the truck on the way to the customer?

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Formative assessment 5 SO5

#### Individual activity

List the top six telephone frustrations of customers that should be avoided at all costs

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Explain what you could do to improve your listening skills

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What details should you record when taking messages?

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List the 8 rules for good customer service

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