



## Poor Versus Great Customer Service

Watch this video: [Poor vs Great Customer Service - YouTube](#)

**Provide the following responses:**

1. In the first part of the video, describe 3 -5 examples of poor customer service.

2. In the second part of the video, describe 3 -5 examples of good customer service.



3. Based on the Customer Service manual in this module, give 3 pieces of advice when dealing with a situation like this.