

Customer Service Plan Project Rubric - Highest Score

Criteria	Rating	Comments
Part I. What does good customer service look like?	1 2 3 4 5	5
Part II. How should guests be greeted upon pre-arrival (when making reservations) or upon arrival?	1 2 3 4 5	5
How should guests' orders be taken?	1 2 3 4 5	5
How should guests be treated while in the operation or in its drive-through areas?	1 2 3 4 5	4
How will guest complaints be addressed?	1 2 3 4 5	5
Part III. How will you achieve good customer service? Create a customer service survey. (10 questions max)	1 2 3 4 5	5
Plan on - How will you consider this input?	1 2 3 4 5	5
What training will you provide employees to help them achieve the new standards? (5W's & How)	1 2 3 4 5	5
Include a Good Customer Service Checklist (Grooming, attitude, communication, professionalism)	1 2 3 4 5	5
Graphics, visuals, design, mechanics <ul style="list-style-type: none"> ● There are no grammatical or punctuation errors. ● There are no spelling errors. ● Utilizes proper business language. 	1 2 3 4 5	5

Ratings

1 - Inadequate

2 - Marginal

3 - Fair

4- Good

5 - Excellent