

JFK PS2A Customer Service Plan Project Rubric - Highest Score

Criteria	Rating	Score
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 (rsvp) → Arrival at the restaurant	1 2 3 4 5	5
How should the guests' orders be taken?	1 2 3 4 5	5
How should guests be treated while in the operation or in the drive-thru areas?	1 2 3 4 5	5
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 with 10 questions max.	1 2 3 4 5	5
Customer input - How will you consider this input?	1 2 3 4 5	5
What training will be provided to the employees to help them achieve the new standards? → (5Ws & How)	1 2 3 4 5	5
Good Customer Checklist that includes → Grooming → Attitude → Communication → Professionalism	1 2 3 4 5	5
Creativity, graphics, visual aids, design, mechanics → No grammatical or punctuation errors → No spelling errors → Utilizing proper business language → Information flows nicely, creative visuals, and reflects the topic being presented.	1 2 3 4 5	5
Ratings: 1 - Inadequate 2 - Marginal 3 - Fair 4 - Good 5 - Excellent	Total Score: 50 / 50 Students are able to capture the essence of quality customer service through the details presented.	