

**FSM110 Customer Service Plan Project Rubric - Highest Score**

Criteria	Rating	Score
<b>Part I</b> What does good customer service look like?	1 2 3 4 5	5
<b>Part II</b> How should guests be greeted upon: → Pre-arrival (rsvp) → Arrival at the restaurant	1 2 3 4 5	3
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
<b>Part III</b> 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	<b>Total Score: 48 / 50</b>	

**FSM110 Customer Service Plan Project Rubric - Lowest Score**

<b>Criteria</b>	<b>Rating</b>	<b>Score</b>
<b>Part I</b> What does good customer service look like?	1 2 3 4 5	4
<b>Part II</b> 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
<b>Part III</b> How will you achieve good customer service? Create a customer service survey with 10 questions max.	1 2 3 4 5	4
Plan on- How will you consider this input?	1 2 3 4 5	1 - omitted
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	<b>Total Score: 44 / 50</b>	