Introduction to Careers in Hospitality and Tourism

Unit 4 – The Role of Customer Service

**Summative Assessment - Rubric**

**The Role of Customer Service Oral Presentation Rubric**

Student Name:

Class:

1 2 3 4 5

Strongly Strongly

Disagree Agree

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |  |
|  |  |  |  |  | **Quality of information and organization.** Presentation main points are clear and well developed; information is linked to customer service; well organized. |
|  |  |  |  |  | **Nonverbal Communication:** Speaker appears comfortable and confident; speaker maintains good eye contact and posture; speaker uses body motions and gestures effectively. |
|  |  |  |  |  | **Quality of Verbal Communication:** Speaker’s voice is confident, steady, strong, and clear; takes active role in presentation. |
|  |  |  |  |  | **Multi-media Presentation:** Oral presentation enhances the visual media utilized. |
|  |  |  |  |  | **Overall Presentation:** Customer service terminology is used; care is taken in the presentation of information. |
|  |  |  |  |  | **Total Score** |

COMMENTS: