Introduction to Careers in Hospitality and Tourism

Unit 4 – The Role of Customer Service

**Formative Assessment – Multimedia Presentation**

**The Role of Customer Service**

**Multi Media Presentation**

Now that you know the role of customer service, design a multimedia presentation training video. Your teacher will assign groups.

1. Choose a topic for your presentation. It may be one of the following:

* Product and Industry Knowledge
* Friendliness and Professionalism
* Anticipating Customer’s Needs
* Problem Solving with a Win-Win Approach

1. Using a “story guide” develop the presentation. Choose pictures, music and scripts for each slide. You may use pictures, sounds, music from teacher approved sources.
2. Meet the criteria for the presentation by adhering to the scoring rubric.