



Certificate of Work Readiness

Unit Code: F38W 10 Skills for Customer Care

Evidence Reference Number 19

Role Play 3 Observation Form

Name

Assessor

Performance Criteria	Very			Very	
	Good (5)	Good (4)	OK (3)	Poor (2)	Poor (1)
Attitude					
Tone					
Demonstrates understanding of customer care procedures					
Communicates information clearly and accurately					
Uses appropriate communication methods					

Notes:

Should candidate score 3 or below on any of the performance criteria then trainer should revisit learning concepts to consolidate learning and exercise should be repeated until such time where required scores are achieved.

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Trainer Signature

Date

