Demonstrating Quality Service Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PCO-1.0**  
Create and manage organizational systems to promote quality service.

* PCO-1.1 Evaluate organizational structures and the interaction between various groups (administration, support staff, public relations, etc.) including their differentiated roles and responsibilities.
* PCO-1.2 Analyze protocol and the processes and procedures in organizational structures to maintain consistency of service.

**PCO-2.0**  
Apply effective communication skills needed to maintain quality service in the public and human service pathway.

* PCO-2.3 Use oral communication skills to convey information in the delivery of quality service.
* PCO-2.4 Apply interpersonal skills to build positive relationships within an organization or with a customer/client.
* PCO-2.5 Analyze and apply problem solving strategies to appropriately manage interactions with clients.

Your task:

Form a company of four members that will provide a service to the PHS Core class. Be creative in the kind of service you will provide for your “customers” and have fun. You will be rated on your organizational structure, protocol and procedures and service excellence (timeliness, attitude, problem solving and feedback).

Your company will be graded as a group on the collaborative components and individually on participation, peer evaluation and reflection.

Performance will be on Thursday, September 25, 2014. Your individual written component will be due on the day of your final. You may work on your written component at home for #1-3. #4 and 5 can be completed on the day of your final.

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| --- | --- | --- |
| TASKS | Met | Not Met |
| GROUP TASKS |  |  |
| 1. Form a company of about 4 members – 4 points |  |  |
| 1. Create a company name and slogan – 6 points  * Think of something innovative and creative * Create a catchy phrase that can be used to sell your service (slogan) * Write your name and slogan on your chart paper |  |  |
| 1. Decide what service your company will provide and tell Mrs. Sugahara by \_\_\_\_\_\_\_\_\_\_\_\_\_- 4 points |  |  |
| 1. Create a mission statement using the form provided. Write mission statement on your chart paper. – 6 points  * A mission statement tells us the purpose of your company, your reason for being. * Three things to answer in your mission statement: who, what and how |  |  |
| 1. Create an organizational structure and include a diagram on your chart paper. – 10 points  * Be sure to have titles and a description of specific duties each member of your company will perform |  |  |
| 1. Create a list of at least 5 policies and procedures that your company will follow in order to deliver Quality Service. – 25 points  * Remember to think in terms of the attributes people use to determine quality service. For this project lets focus on the following:   + Timeliness   + Communication   + Attitude * Write these policies and procedures on chart paper.   + Make sure they are easily seen by all customers (lettering should be at least 2.5 inches tall and use colors that are easily seen) |  |  |
| 1. Deliver your service to the PHS Core class  * Introduce all members of your company – 5 points * Explain your organizational structure – 5 points * Explain your policies and procedures – 5 points * Meet customer needs with your service – 5 points * Be able to solve problem encounters, using gracious problem solving techniques – 5 points |  |  |
| 1. Determine a way your company will gather feedback for improvement or to discover problems – 5 points |  |  |
| Individual Tasks |  |  |
| 1. Explain in brief (1 paragraph) why and how your organizational structure will provide quality service to your customers. – 5 points |  |  |
| 1. Explain how each of your policies and procedure contribute to quality service. – 5 points |  |  |
| 1. Explain how your group provided quality service via problem solving – 5 points |  |  |
| 1. Examine the feedback received by your customers. Explain the role of feedback and how it can impact your company’s future service excellence. – 5 points |  |  |
| 1. A group member will anonymously provide constructive peer evaluation for you – up to 5 points |  |  |
| TOTAL POINTS POSSIBLE – 110 points You earned \_\_\_\_\_/110 | | |