

Assignment Rubric



Unit 7 Assignment Grading Rubric		
	Possible Points 45	Points Earned
Specific Paper Objectives: Address the Assignment Checklist (80%) demonstrating analysis and critical thinking concerning the scenario provided.		
<ul style="list-style-type: none"> Briefly describe the overall customer service problem. 	9	
<ul style="list-style-type: none"> Using the 5 W's identify the problems in the customer interaction from the standpoint of the customer. 	9	
<ul style="list-style-type: none"> Consulting your CSR Tool Belt and Customer Service Resolution Strategies, explain what tools are not being used properly in this scenario and how they are not being used properly. 	9	
<ul style="list-style-type: none"> Determine what would need to be addressed and how if this call could be re-enacted with you as the CSR to resolve the problem. 	9	
Subtotal:	36	
Writing Style, Grammar, APA (20%)		
Grammar and Spelling are correct	4	
Paper is a minimum of 1–2 pages (250–500) words in length in APA format and citation style with an added title and references page.	5	
Subtotal:	9	
Total	45	