## ****Grading Rubric****

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| --- | --- | --- | --- | --- |
| **0** | **0** | **80** | **90** | **100** |
| **Did not Submit** | **No Pass** | **Competence** | **Proficiency** | **Mastery** |
| **Not Submitted** | **No method of collecting the information about customer's complaints.** | **Did not determine a method of collecting the information but instead used open-ended questions.** | **Determined a method of collecting the information but the method is underdeveloped.** | **Determine a method of collecting the information about the customer's complaints using clearly laid out examples.** |
| Not Submitted | Did not determine a way to educate the staff. | How to educate the staff within the Service Department on how to interact with customers who have a complaint was not defined. | How to educate the staff within the Service Department on how to interact with customers who have a complaint was vague. | How to educate the staff within the Service Department on how to interact with customers who have a complaint. |
| Not Submitted | Did not write 1-2 paragraphs. | Wrote 1 paragraph about how to work with challenging customers to resolve their complaints. | The paragraphs did not clearly identify ways using real life experience when working with challenging customers. | Wrote 1-2 paragraphs about how to work with challenging customers to resolve their complaints. |