



*“Well done is better than well said.”*

**Benjamin Franklin**

# Appendix 3

## Customer Services Review

What Does Your Organisation Currently Do Well?	How Can You Develop These Strengths?

### Action Plan

List ways in which you believe your organisation can improve its customer service.

Areas for Improvement	Ideas for Improvement

# Appendix 3

## Actions And Evaluations

What ideas and actions will you recommend to the executive team in your presentation? What type of evaluation methods will you use to measure the effectiveness of your ideas and actions?

Areas for Improvement	Ideas for Improvement

# Appendix 3 Now Put Your Ideas Into A Six Month Action Plan

Month	Activity	Person Responsible	Completion Date
Month 1			
Month 2			
Month 3			
Month 4			
Month 5			
Month 6			