



Theory Assessment Tasks

Version history

Version	Change	Changed by and Date
1.0	Create document	[Redacted]
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1.2	Make formatting changes	[Redacted]



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# 1 BSBCMM201A Communicate in the workplace

<b>Theory Assessment Task 1.1</b>
What types of information may you need to gather from your Team Manager about a new client?
What types of information do you think you might be able to gather from the internet that will assist you in the workplace?
Have you ever provided feedback to a company about the service you've received?
How did you do this? Was it via a questionnaire, verbally or an Internet feedback form?
Do you think the questions asked provided the company with useful information? Why or why not?
<b>Theory Assessment Task 1.2</b>
What types of communication methods might you use in your workplace?

List the advantages and disadvantages of communicating by telephone.
How would you communicate to a client that they need to purchase some more floor cleaner?
Explain why you selected this method of communication.
<b>Theory Assessment Task 1.3</b>
Think of an industry you have worked in that uses jargon. Write a sentence using the industry specific jargon.
Explain what the sentence means.
Could you have written the sentence in a simpler format that everyone can understand? How?

Group Activity.

In a group of 5 select the first and last person. The first person is to whisper the following message; Elizabeth's birthday is on the third Thursday of this month, to the next person and so on until the last person receives the message. The last person is to write the message down and show the group.

Is the final message the same as the original? Why or why not?

What could you have done to ensure you were listening effectively?

**Theory Assessment Task 1.4**

Have you ever received feedback in a working environment?

Was it positive or constructive?

Did you utilise the feedback to improve your work? If so how did you do this?

What skills would you like to improve or gain in your current job?

How would you gain these skills?
<b>Theory Assessment Task 1.5</b>
If you have received an instruction and have difficulty understanding it what would you do?
What documents may you refer to if you need some additional information about policies or procedures?
<b>Theory Assessment Task 2.1</b>
How do you ensure that written information is clear and concise?
Rewrite the following example of writing to be more concise.  Mrs Byrne was forced to cancel her scheduled clean this morning, due to food poisoning she contracted from a seafood dinner she ate last night at the restaurant opposite the supermarket.



Read the following paragraph. Circle the punctuation errors. See if you can find at least 10. Rewrite the paragraph using the correct spelling and punctuation.

I had a spring cleanon the week end. Peter Johnny and Samantha decided to lend a helpin hand. I cleand the fridge Peter cleaned the oven Johnny cleaned the windows and Samantha cleaned the skirting boards. I cooked a BBQ lunch two thank them for there assistance. We had sausages steak and vege burgers as I no Samantha is a vegetarian. It was a very productive weekend. Were going to spring clean Peters house next weeken.


**Theory Assessment Task 2.2 and 2.3**

In what order would you complete the following tasks to make sure they are completed in a timely manner?

- 1.  Complete your fee form and hand in to fees with payment by Friday
- 2.  You receive an SMS requesting you call the Agency Urgently
- 3.  You receive an SMS requesting you call client Smith before close of business today
- 4.  Client Johnston needs to speak to you about their clean next week and wants you to call as soon as possible
- 5.  You receive notification of a fill in clean for 2pm this afternoon

Explain the reasons behind your selection


Why is it deemed important?


What should you check when leaving a note for a client?

### Theory Assessment Task 2.4

List some common forms you may have to fill out when you first start working.

It's the 15th July 20xx and you have just finished a 3hr clean for client John Citizen. Total cost . Fill in the following receipt with the details above.

<b>Original Receipt</b>		101
	<b>Date:</b>	_____
<b>Received from</b>	_____	
<b>The sum of</b>	_____	<b>dollars</b>
	_____	<b>cents</b>
<b>Being for</b>	_____	
	_____	
		<b>Signature</b>

You have been given 2 new clients to add to your working roster.

Mrs Sampson of Carina 2hrs weekly on a Friday starting at 9am and Bob Francis of Upper Mt Gravatt 3hrs f/n on a Tuesday commencing 8.30am week 2.

Fill out the following working roster with the above information.

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Smith 10am Wishart 2W		Good 8am Carindale 4FN wk1	Mitchell 9am Holland Park 3w	
	Nathan 1pm McGregor 3W	Allen 9am Carindale 5FN wk2	McCardle 1pm Carindale 4FN wk 1	

**Theory Assessment Task 3.1 and 3.2**

Explain how you might demonstrate respect, courtesy and sensitivity in the workplace.


Explain what is meant by the term paralanguage. Give an example.


Why do you need to be aware of your use of paralanguage when dealing with people from a different cultural background?


Draw a line to match the following facial expressions with the correct emotions



Angry



Surprised



Happy



Sad

<b>Theory Assessment Task 3.33.4 and 3.5</b>	
What steps would you take to help build a positive relationship with a new client?	
You have a new client who speaks limited English and is difficult to understand. What could you do to try and help the communication process?	
You have a client who is hearing impaired. What strategies would you put in place to help with the communication?	
Read the following scenarios and categorise whether the behaviour is a result of legal requirements, organisational requirements, or social requirements.	
<b>Scenario</b>	<b>Requirement</b>
You are required to call your team manager before 9.00am if you are sick and unable to clean	
You could be deregistered from the Agency if you treat a client with disrespect	
You could be fined or charged if you were to fire someone based on their religious beliefs	
You are required to meet with a new client within 24hrs of receiving their details	
You are expected to say "Thank you" when someone gives you something	

## ASSESSMENT RESULT CONFIRMATION

Students/Assessors: This form must be attached to the theory and practical assessment for each unit of competency. Each section of the form must be completed in full and signed by both the student and the assessor. Assessors must place a copy of this sheet, marking guides and completed assessment on the student file.

<b><i>Student Use only</i></b>			
<b>Student name:</b>			
<b>Submission date:</b>			
<b>Unit code:</b>	<b>BSBCMM201A</b>		
<b>Unit name:</b>	<b>Communicate in the workplace</b>		
<b><i>Assessor Use Only</i></b>			
<b>Comments</b>			
<b>Assessment Decision:</b>	<b>Competent</b>	<b>Not yet competent</b>	<b>Date:</b>
<b><i>Assessment Decision Confirmation</i></b>			
<b>I confirm that I have been provided with feedback on the result of my assessment. My assessor has provided me with information on my options in relation to further training and/or assessment.</b>			
<b>Student signature:</b>			
<b>Assessor name:</b>			
<b>Assessor signature:</b>			

## 2 BSBCUS301A Deliver and monitor a service to customers

<b>Theory Assessment Activity 1.1 and 1.2</b>
What are interpersonal skills?
Why do you need to identify and clarify your client's needs?
Why is it important to listen to the client?
Why might a client's priorities change?
You do a 2 hour weekly clean for a particular client in which you clean the client's 2 bathrooms, toilet and the kitchen. You clean the floor only if you have the time. The client advises that they are having the carpets cleaned on the weekend. Which of the cleaning tasks is now considered to be the priority?
Think about a time you received a poor service in which your priorities were not met with urgency. How did that make you feel? Explain why you felt that way.

**Theory Assessment Activity 1.3 and 1.4**

What is the greatest skill you can have in order to improve your communication skills?


List 4 different components to effective communication skills?


Why is it important to have an understanding of [REDACTED] products and services?


A client has requested you to clean something that you have limited experience in. What would you do?


Who can you consult if you are unable to answer a client's question or request?


**Theory Assessment Activity 2.1 and 2.2**

What is one of the key factors to providing our clients with an exceptional service?


When you are offered a new client from the Agency, when do you make the first call to the client?


Why do you need to follow your Team Manager's instructions when calling the client?
In order to provide a prompt and efficient cleaning service you must be organised. List 3 things that will aid in your organisation.
Building a rapport with the client is the key to building and maintaining an effective relationship. List 3 key factors in building a rapport.
<b>Theory Assessment Activity 2.3 and 2.4</b>
Every complaint received, gives you the opportunity to what?
What are some of complaints might you receive?
List the steps to handling a complaint.
When do you need to notify the Agency of the complaint?



Explain how you would deal with a client who has a hearing impairment.
Cultural differences affect the way we think. How would you deal with a client from a different cultural background?
<b>Theory Assessment Activity 2.5</b>
Getting to know the client and their requirements will assist you in making the right service suggestions to the client. If a client advised you that they were moving out in a few weeks what services could you suggest to the client?
<b>Theory Assessment Activity 3.1 and 3.2</b>
How does [REDACTED] gather information about customer service and client satisfaction?
Why does [REDACTED] encourage feedback from the clients?
Why are you encouraged to seek your own feedback from the client?

In order to enhance the quality of service given to the client, it will be beneficial for you to conduct your own research, why?

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**Theory Assessment Activity 3.3, 3.4, 3.5 and 3.6**

When monitoring and measuring the effectiveness of service delivery you need to consider what?

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Monitoring and the evaluation of processes are part of what cycle?

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Why do you need to consider your own work satisfaction when monitoring the procedural aspects of service?

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Collecting information and regularly seeking feedback enables you to what?

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If you want clients to believe that you are listening to their feedback, what should you do?

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How should you write a report?

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<b>Student name:</b>			
<b>Submission date:</b>			
<b>Unit code:</b>	<b>BSBCUS301A</b>		
<b>Unit name:</b>	<b>Deliver and monitor a service to customers</b>		
<b><i>Assessor Use Only</i></b>			
<b>Comments</b>			
<b>Assessment Decision:</b>	<b>Competent</b>	<b>Not yet competent</b>	<b>Date:</b>
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