



# Customer Service Poster Project

Student Name: R. Bryant

Rubric - Customer Service Poster			
Criteria	Possible Points	Student Evaluation	Teacher Evaluation
<b>Title</b> —Does your poster include the title: "Top 5 Tips for Giving Excellent Customer Service?"	25	25	25
<b>5 Tips:</b> Did you include and explain at least 5 Tips for Giving Excellent Customer Service? Did you include at least one consequence for giving bad customer service	25	25	25
<b>Organization/Participation</b> —Is the finished product well organized and neat in appearance? Does the result reflect a strong effort on your part?	25	25	20 <i>Centered All words on sheet</i>
<b>Correct capitalization, grammar, spelling is used</b>	25	25	25
<b>TOTAL</b>	100	100	95
<b>Excellence Points</b> —going over and above what is required (shows creativity)			5 <i>add photo</i>
<b>Penalty Points</b> —points deducted for plagiarism, not following instructions, lateness, etc.			
<b>Comments:</b> <i>Grade score: 100%. Great use of colors &amp; the added graphics. You communicate excellent tips for customer service along with reason and consequences of bad customer service. Great Job!!</i>			