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- **<u>Activity Assignment 1 - Value 5%</u>**
- Topic:
- **Learning from a Service Encounter**
- Procedures:
    - Share the following:
    - A service encounter in the last year during COVID-19 that you deemed to be excellent.
    - You should detail the following:
        - Tell us the service and/or product provider
        - Tell us about the service and/or product that you wanted to get
        - Why did you think that it was excellent service?
        - In your opinion what makes for excellent service.
-
    - A service encounter during COVID-19 that you deemed to be one that was unacceptable.
    - You should detail the following:
        - Tell us the service and/or product provider
        - Tell us about the service and/or product that you wanted to get
        - Why did you think the service was unacceptable?
        - In your opinion what makes for unacceptable service?
    - Write a 500-word paper (**total for both experiences combined**) double spaced, telling us what the service or product was that you tried to acquire for your excellent experience and your unacceptable experience along with the company that provides it. For both your excellent and unacceptable experience, tell us why you thought the service provider and product were excellent and why it was unacceptable. Provide your opinion on what constitutes excellence in service and what is unacceptable in customer service.

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