



STUDYDADDY

**Get Homework Help
From Expert Tutor**

Get Help

Grid ViewList View

	Unacceptable Below 70% F	Fair 70-79% C	Proficient 80-89% B	Exemplary 90-100% A
1. Justify the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies. Weight: 20%	0 (0.00%) - 27.6 (13.80%) Did not submit or incompletely justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	28 (14.00%) - 31.6 (15.80%) Partially justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	32 (16.00%) - 35.6 (17.80%) Satisfactorily justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	36 (18.00%) - 40 (20.00%) Thoroughly justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.
2. Develop a customer service training implementation plan and determine the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training). Weight: 20%	0 (0.00%) - 27.6 (13.80%) Did not submit or incompletely developed a customer service training implementation plan and did not submit or incompletely determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).	28 (14.00%) - 31.6 (15.80%) Partially developed a customer service training implementation plan and partially determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).	32 (16.00%) - 35.6 (17.80%) Satisfactorily developed a customer service training implementation plan and satisfactorily determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).	36 (18.00%) - 40 (20.00%) Thoroughly developed a customer service training implementation plan and thoroughly determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).
3. Justify why you selected the training method that you did. Weight: 10%	0 (0.00%) - 13.8 (6.90%) Did not submit or incompletely justified why you selected the training method that you did.	14 (7.00%) - 15.8 (7.90%) Partially justified why you selected the training method that you did.	16 (8.00%) - 17.8 (8.90%) Satisfactorily justified why you selected the training method that you did.	18 (9.00%) - 20 (10.00%) Thoroughly justified why you selected the training method that you did.
4. Propose two (2) ways to motivate an employee who has no interest in attending a training class. Weight: 15%	0 (0.00%) - 20.7 (10.35%) Did not submit or incompletely proposed two (2) ways to motivate an employee who has no interest in attending a training class.	21 (10.50%) - 23.7 (11.85%) Partially proposed two (2) ways to motivate an employee who has no interest in attending a training class.	24 (12.00%) - 26.7 (13.35%) Satisfactorily proposed two (2) ways to motivate an employee who has no interest in attending a training class.	27 (13.50%) - 30 (15.00%) Thoroughly proposed two (2) ways to motivate an employee who has no interest in attending a training class.
	0 (0.00%) - 27.6 (13.80%) Did not submit or incompletely justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	28 (14.00%) - 31.6 (15.80%) Partially justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	32 (16.00%) - 35.6 (17.80%) Satisfactorily justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.	36 (18.00%) - 40 (20.00%) Thoroughly justified the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.



STUDYDADDY

Get Homework Help From Expert Tutor

[Get Help](#)