



# Soft Skills for Customer-Care Service Trade Group



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# Introduction



## SECTION 1: INTRODUCTION

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2.	Who will use the toolkit and when?	4

Assessment and evaluation toolkits includes many exercises targeted at evaluating the students. This allows to assess what the students learnt over the course on soft skills, designed for the trade group of customer care and how beneficial it proved for them. The evaluation process has been divided into two parts:

**Examination:** It is a continuous process that the instructor will use for the start till the end in different manner. The purpose is to evaluate the students' information, knowledge and skills. For examination, pre-test, homework, participation and attitude, post-test and final examination are used. The details of these methods are as follows:

#	Method of examination	Detail
1.	Pre-test	It helps evaluate the students' existing knowledge, information and skills, at the start of course or session
2.	Homework	In each session, students are given some task, to be completed at home. Its purpose is to help assess the depth and seriousness regarding the topic
3.	Participation and attitude	It helps evaluate students' overall participation, attendance, mutual interaction, personal growth and performance.
4.	Post-test	It helps evaluate students' knowledge, information and skills regarding a specific topic.
5.	Final examination	Final examination will not only assess the learnt knowledge and information but also the skills and their use in real life

All these methods of examination are based on the topics that are included in the training course. For finals result, a report card has also been created. It is included with the toolkit. Assessment and evaluation: will be during and after the course. The evaluation of the training course on soft skills may be done by PSDF, training institute or a neutral third-party organization. The main objective will be to do an assessment of the change within their overall knowledge, skills and attitudes, as a result of the training. In this evaluation, internal or external team will assess the performance of the students at the end of the course, in training institutes/classes. All the professional skills learnt during the course will be analyzed, so that the realistic impact of the course can be gauged.

The necessary indicators and tools for the evaluation have also been explained clearly. These include presentation, evaluation of workbook and instructor's feedback.

Level of evaluation	Who will do it?	When will they be used?
Examination/Assessment	<ul style="list-style-type: none"> <li>▪ Some from to the training institute</li> <li>▪ Instructor</li> <li>▪ Examination team</li> </ul>	<ul style="list-style-type: none"> <li>▪ At the start of each session or class</li> <li>▪ During each session or class</li> <li>▪ At the end of each session or class</li> </ul>
Evaluation	<ul style="list-style-type: none"> <li>▪ Evaluation team from PSDF</li> <li>▪ Evaluation team of the training institute</li> <li>▪ External independent/neutral institute</li> </ul>	<ul style="list-style-type: none"> <li>▪ At the end of the course</li> </ul>

# Examinations



## Section 2: examination

1.	Process and method of examination	6
2.	Soft skills training course – test no. 1	9
3.	Soft skills training course – test no. 2	11
4.	Soft skills training course – test no. 3	13
5.	Soft skills training course – test no. 4	15
6.	Soft skills training course – test no. 5	17
7.	Soft skills training course – test no. 6	19
8.	Soft skill training course – final test/examination	24
9.	Presentation with final examination	27
10.	Report card	28

### 3.1 Pre-test and post-test exercises

To assess the level of learning in each topic/session on soft skills, there will be an exercise, that will involve pre and post-test. This exercise will be done in the form of pre-test and post-test at the start and end of each session, respectively. It will be of 15 minutes. The pre and post-test will be based on the format of true/false statements. These will allow for immediate assessment of students' understanding. These exercises will help in assessment of specific information and understanding. With the help of these, students will be able to answer more questions in less time as true or false. The tests are in simple language, so that students can understand them easily.

The instructor will take the pre and post-tests. Students will return the filled-out sheets to the instructor, at the end of the test. However, students will not receive the results for the pre-test till they do a post-test, to evaluate the pre and post-test in an effective manner. At the end of each session, the instructor will make a report to compare the individual and class performance that can then, be sent to a neutral team, if necessary.

Remember that there is a total of 6 pre and post-tests with 60 questions. For each correct answer on the pre-test, 0.25 marks will be given. Overall, the seven tests will have a total of 15 marks, whose final results will make 11 percent of the grade. The samples from pre and post-test no. 1 to 6 are given from page no. 09 through 20.

### 3.2 Homework

Homework is an essential part of each module that helps you to remember what you learnt in the class. In each session, where each topic and concept has been explained through stories, group work, individual exercises or games; it has also been ensured that students are able to work at the relevant topic at home as well. This will not only allow for reflection on each topic but also improve the further the understanding. There is some homework at the end of each session. These include exercises that help realize the learnt matter. Homework is based on 6 exercises. Each exercise is of 2 marks. The total marks for these exercises are 12, which is 09% of the final grade. Instructor will check the homework of each student and assign them marks. Homework 01 to 06 is included in the handbook; whose details are as follows:

Homework no.	Page no.	Homework no.	Page no.
Homework 1	17	Homework 4	60
Homework 2	33	Homework 5	72
Homework 3	46	Homework 6	87



### 3.3 Class Participation and Attitude

Along with the knowledge, skills and information regarding soft skills, students' class participation and attitude is also very important. These need to be evaluated along with curricular activities. The students will be assessed during the course as well. Here, students' record will be observed. Students will be evaluated on the following standards/indicators. During the course of training, the instructor will mark the students on the following parameters.

No.	Parameters/attributes	Numbers/marks
1	Punctuality (coming to class on-time, submitting assignments on time)	5
2	Overall attendance	5
3	Participation	5
4	Personal growth and improvement	5
	<b>Total marks</b>	<b>20</b>

Participation and attitude has total 20 marks, which will constitute 15% of the final grade.

### 3.4 Final Examination

Final examination will take place at the end of the course and the questions paper will consist of 15 marks. These questions are the essence of various topics in the training course and they will help in evaluating students' knowledge, information and skills. These will include practical aspects alongside knowledge. Practical will include a 2-minute presentation on specific topic. This presentation will be based on the topics that the students have learnt during the course. In final exam, each question will be of 1 mark (total marks 15) and the presentation will have 13 marks. Final exam will make 21% of the final grade. Final exam has been provided on the page no 21.

### 3.5 summary of the marks for examinations

Various exams/exercises	Total marks of the exercise	%age of the final grade
Pre-test and post-test	(15) each correct option has 0.25 marks	11%
Homework	(12) each exercise has 2 marks; total 6 exercises	09%
Participation and attitude	(20) each performance or behavior has 5 marks	15%
Final exam	(28) questions have 15 marks and presentation has 13 marks	21%



### **3.6 Report Card**

Report card is a complete evaluation of students' performance which will present the results of each student's pre-test, post-test, homework, participation, attitude and the final exam. The last part of the report card will convey the instructor's opinion regarding the student. This may include other skills, apart from his/her attitude, personality, skills, job preparation, etc. A sample for report card has been provided on page no. 28

PRE/POST-TEST

**TRAINING COURSE FOR SOFT SKILLS – TEST NO. 1**

Date:		Test:	Pre <input type="checkbox"/>	Post <input type="checkbox"/>
Topic:	SELF-CONFIDENCE	Name of the student:		
Trade Group:		Training Institute:		
Total Marks:	2.5	Duration:	15 minutes	
Marks Obtained:		Percentage:		

No	STATEMENTS	TRUE/FALSE
1	Being able to communicate with the customer in a good way, boosts self-confidence.	
2	Self-confidence does not entail using your skills in a better way	
3	A self-confident person stays away from complaints or conflicts	
4	Lack of self-confidence make you defensive	
5	Your lack of self-confidence does not affect the reputation of your organization.	
6	Even with lack of self-confidence, you can satisfy the customer.	
7	Your better future depends on self-confidence	
8	Customer care does not require self-confidence	
9	Negative thoughts do not affect your performance in customer care	
10	The right knowledge regarding products and services enhances your self-confidence	

ANSWER SHEET

**FOR THE TRAINING COURSE ON SOFT SKILLS – TEST NO. 1**

No	STATEMENTS	TRUE/FALSE
1	Being able to communicate with the customer in a good way, boosts self-confidence.	TRUE
2	Self-confidence does not entail using your skills in a better way	FALSE
3	A self-confident person stays away from complaints or conflicts	FALSE
4	Lack of self-confidence make you defensive	TURE
5	Your lack of self-confidence does not affect the reputation of your organization.	FASLE
6	Even with lack of self-confidence, you can satisfy the customer.	FALSE
7	Your better future depends on self-confidence	TRUE
8	Customer care does not require self-confidence	FALSE
9	Negative thoughts do not affect your performance in customer care	FALSE
10	The right knowledge regarding products and services enhances your self-confidence	TRUE

PRE/POST TEST

**TRAINING COURSE ON SOFT SKILLS – TEST NO. 2**

Date:		Test:	Pre <input type="checkbox"/>	Post <input type="checkbox"/>
Topic:	COMMUNICATION SKILLS	Name of the student:		
Trade Group:		Training Institute:		
Total Marks:	2.5	Duration:	20 minutes	
Marks Obtained:		Percentage:		

No	STATEMENTS	TRUE/FALSE
1	The only way to communicate is through speaking	
2	Feedback makes the communication ineffective	
3	It is impossible to communicate without words	
4	Sometimes, if the speaker is interrupted, it becomes easier to understand what they are saying	
5	Increase in knowledge and improved relationships are important benefits of communication	
6	Facial expressions play an important role in enhancing or lessening the quality of communication	
7	At work place, non-verbal communication is not as important as the verbal communication	
8	Lack of confidence does not affect the quality of communication	
9	Tone of voice is important for better communication	
10	Good writing skills are a reflection of professionalism and it also improves your reputation	

ANSWER SHEET

**TRAINING COURSE ON SOFT SKILLS- TEST NO. 2**

No	STATEMENTS	TRUE/FALSE
1	The only way to communicate is through speaking	FALSE
2	Feedback makes the communication ineffective	FALSE
3	It is impossible to communicate without words	FASLE
4	Sometimes, if the speaker is interrupted, it becomes easier to understand what they are saying	FALSE
5	Increase in knowledge and improved relationships are important benefits of communication	TRUE
6	Facial expressions play an important role in enhancing or lessening the quality of communication	TRUE
7	At work place, non-verbal communication is not as important as the verbal communication	FALSE
8	Lack of confidence does not affect the quality of communication	FALSE
9	Tone of voice is important for better communication	TRUE
10	Good writing skills are a reflection of professionalism and it also improves your reputation	TRUE

PRE/POST TEST

**TRAINING COURSE ON SOFT SKILLS – TEST NO. 3**

Date:		Test:	Pre <input type="checkbox"/>	Post <input type="checkbox"/>
Topic:	WORK ETHIC	Name of the student:		
Trade Group:		Training Institute:		
Total Marks:	2.5	Duration:	15 minutes	
Marks Obtained:		Percentage:		

No	STATEMENTS	TRUE/FALSE
1	Work ethic reflects a person's personality.	
2	It isn't necessary to be cognizant of respect and honesty through work ethic	
3	A person can do their best work without discipline	
4	Setting priorities is against work ethic	
5	Work ethic does not involve self-accountability	
6	It is not necessary to be honest and truthful always, one may compromise sometimes.	
7	Good behavior with the employees and respecting them reflects a good personality.	
8	Cooperating with colleagues is not essential to work ethic	
9	Tolerance and patience are not critical part of work ethic	
10	Avoiding discrepancy in word and actions is an essential principle of work ethic	

## ANSWER SHEET

### TRAINING COURSE ON SOFT SKILLS- TEST NO. 3

No	STATEMENTS	TRUE/FALSE
1	Work ethic reflects a person's personality.	TRUE
2	It isn't necessary to be cognizant of respect and honesty through work ethic	FALSE
3	A person can do their best work without discipline	FALSE
4	Setting priorities is against work ethic	FALSE
5	Work ethic does not involve self-accountability	FALSE
6	It is not necessary to be honest and truthful always, one may compromise sometimes.	FALSE
7	Good behavior with the employees and respecting them reflects a good personality.	TRUE
8	Cooperating with colleagues is not essential to work ethic	FALSE
9	Tolerance and patience are not critical part of work ethic	FALSE
10	Avoiding discrepancy in word and actions is an essential principle of work ethic	TRUE



PRE/POST TEST

**TRAINING COURSE ON SOFT SKILLS – TEST NO. 4**

Date:		Test:	Pre <input type="checkbox"/>	Post <input type="checkbox"/>
Topic:	EFFECTIVE TIME-MANAGEMENT	Name of the student:		
Trade Group:		Training Institute:		
Total Marks:	2.5	Duration:	15 minutes	
Marks Obtained:		Percentage:		

No	STATEMENTS	TRUE/FALSE
1	Effective time-management can help reduce mental pressure	
2	During work hours, playing games or long chats over the phone does not waste time.	
3	Effective time-management helps build good reputation	
4	Failing to set goals does not affect time distribution	
5	Multitasking does not waste time	
6	More work in limited time causes mental pressure	
7	Not having a definitive list of tasks, is a barrier in effective time-management	
8	Best customer service entails timely customer service.	
9	It is essential to ensure the quality of work while doing it in a timely fashion	
10	For best customer service, one may engage in long and unnecessary discussion with the customer,	

## ANSWER SHEET

### TRAINING COURSE ON SOFT SKILLS- TEST NO. 4

No	STATEMENTS	TRUE/FALSE
1	Effective time-management can help reduce mental pressure	TRUE
2	During work hours, playing games or long chats over the phone does not waste time.	FALSE
3	Effective time-management helps build good reputation	TRUE
4	Failing to set goals does not affect time distribution	FALSE
5	Multitasking does not waste time	FALSE
6	More work in limited time causes mental pressure	TRUE
7	Not having a definitive list of tasks, is a barrier in effective time-management	TRUE
8	Best customer service entails timely customer service.	TRUE
9	It is essential to ensure the quality of work while doing it in a timely fashion	TRUE
10	For best customer service, one may engage in long and unnecessary discussion with the customer,	FALSE

PRE/POST TEST

**TRAINING COURSE ON SOFT SKILLS – TEST NO. 5**

Date:		Test:	Pre <input type="checkbox"/>	Post <input type="checkbox"/>
Topic:	RESOLVING COMPLAINTS AND CONFLICTS	Name of the student:		
Trade Group:		Training Institute:		
Total Marks:	2.5	Duration:	15 minutes	
Marks Obtained:		Percentage:		

No	STATEMENTS	TRUE/FALSE
1	At workplace, ignoring complaints or conflicts is very important	
2	Addressing conflicts in an effective manner affects the reputation of the business negatively.	
3	One can achieve their goals without resolving conflicts	
4	Poor quality customer service is the reason behind complaints and conflicts.	
5	In customer care service, holding other responsible for complaints is fine.	
6	Ego can become precursor to complaints in customer care service	
7	Many conflicts cannot be resolved at initial stage	
8	Knowing your boundaries can play pivotal role in addressing conflicts	
9	In customer care, it is not necessary to do a follow-up to address conflicts	
10	It is not necessary to take unhappiness of customers or clients seriously.	

## ANSWER SHEET

### TRAINING COURSE ON SOFT SKILLS- TEST NO. 5

No	STATEMENTS	TRUE/FALSE
1	At workplace, ignoring complaints or conflicts is very important	FALSE
2	Addressing conflicts in an effective manner affects the reputation of the business negatively.	FALSE
3	One can achieve their goals without resolving conflicts	FALSE
4	Poor quality customer service is the reason behind complaints and conflicts.	TRUE
5	In customer care service, holding other responsible for complaints is fine.	FALSE
6	Ego can become precursor to complaints in customer care service	TRUE
7	Many conflicts cannot be resolved at initial stage	FALSE
8	Knowing your boundaries can play pivotal role in addressing conflicts	TRUE
9	In customer care, it is not necessary to do a follow-up to address conflicts	FALSE
10	It is not necessary to take unhappiness of customers or clients seriously.	FALSE

PRE/POST TEST

**TRAINING COURSE ON SOFT SKILLS – TEST NO. 6**

Date:		Test:	Pre <input type="checkbox"/>	Post <input type="checkbox"/>
Topic:	JOB SEARCH AND PREPARATION	Name of the student:		
Trade Group:		Training Institute:		
Total Marks:	2.5	Duration:	15 minutes	
Marks Obtained:		Percentage:		

No	STATEMENTS	TRUE/FALSE
1	One can lie and exaggerate or lie in C.V	
2	The longer the C.V, the more chances of employment one has	
3	There is no difference between cover letter and C.V	
4	One should get all the information about the institute and employer before the interview	
5	It is not important to know your weaknesses and strengths for job search	
6	Interview is just a social exchange	
7	It is not necessary to mention the job that you are applying for, in cover letter	
8	Cover letter should be brief and contain all the necessary information	
9	C.V may be printed on colored pages	
10	Interview is an important part of getting a job	

## ANSWER SHEET

### TRAINING COURSE ON SOFT SKILLS- TEST NO. 6

No	STATEMENTS	TRUE/FALSE
1	One can lie and exaggerate or lie in C.V	FALSE
2	The longer the C.V, the more chances of employment one has	FALSE
3	There is no difference between cover letter and C.V	FALSE
4	One should get all the information about the institute and employer before the interview	TRUE
5	It is not important to know your weaknesses and strengths for job search	FALSE
6	Interview is just a social exchange	FALSE
7	It is not necessary to mention the job that you are applying for, in cover letter	FALSE
8	Cover letter should be brief and contain all the necessary information	TRUE
9	C.V may be printed on colored pages	FALSE
10	Interview is an important part of getting a job	TRUE

## FINAL TEST/EXAMINATION

<b>Date:</b>		<b>Name of the student:</b>	
<b>Trade Group:</b>		<b>Training Institute:</b>	
<b>Total Marks:</b>		<b>Duration:</b>	15 minutes
<b>Marks Obtained:</b>	20 MINUTES	<b>Percentage:</b>	

1. Mark those among the following that are soft skills in your opinion, as (insert tick mark):

<input type="checkbox"/>	Driving a car	<input type="checkbox"/>	Chatting with your friends at work place
<input type="checkbox"/>	Preparing a to-do list	<input type="checkbox"/>	Conveying the message properly
<input type="checkbox"/>	Completing your work on time	<input type="checkbox"/>	Making a strategy
<input type="checkbox"/>	Completing today's task today	<input type="checkbox"/>	Making a report of your everyday task
<input type="checkbox"/>	taking care of cleanliness based on the agreed upon standards	<input type="checkbox"/>	Paying full attention during work

2. Can self-confidence bring a positive change within you?

True       False

3. The ability to take timely decisions is a sign of self-confidence?

True       False

4. To send and receive messages, carrier is not necessary

True       False

5. Only chit chat is essential in customer service, you do not always need to be present mentally

True       False

6. In your opinion, what is more important?

Listening to the customer	Providing information to the customer

7. Teamwork is not an important work ethic

True       False



8. Taking care of organization's policy and laws is essential aspect of work ethic in customer service  
 True     False
9. Effective time-management and organization reflect excelled customer service  
 True     False
10. Checking e-mail or facebook does not waste time at workplace.  
 True     False
11. Undue interruptions during work also slows it down  
 True     False
12. Resolving the issue at initial stages increases conflicts.  
 True     False
13. Complaints and conflicts are a result of bad relations with the customer  
 True     False
14. To get any job, soft skills are as important as the technical skills  
 True     False
15. C.V only reflects your background  
 True     False

**ANSWERS- FINAL TEST/EXAMINATION (TICK MARKS TO BE ADDED AS GRAPHICS SINCE I DO NOT KNOW HOW TO INSERT THEM)**

1. Mark those among the following that are soft skills in your opinion, as (insert tick mark):

<input type="checkbox"/>	Driving a car	<input type="checkbox"/>	Chatting with your friends at work place
<input type="checkbox"/>	Preparing a to-do list	<input type="checkbox"/>	Conveying the message properly
<input type="checkbox"/>	Completing your work on time	<input type="checkbox"/>	Making a strategy
<input type="checkbox"/>	Completing today's task today	<input type="checkbox"/>	Making a report of your everyday task
<input type="checkbox"/>	taking care of cleanliness based on the agreed upon standards	<input type="checkbox"/>	Paying full attention during work

2. Can self-confidence bring a positive change within you?

True     False

3. The ability to take timely decisions is a sign of self-confidence?

True     False

4. To send and receive messages, carrier is not necessary

True     False

5. Only chit chat is essential in customer service, you do not always need to be present mentally

True     False

6. In your opinion, what is more important?

Listening to the customer	Providing information to the customer
LISTENING TO THE CUSTOMER	

7. Teamwork is not an important work ethic

True     False

8. Taking care of organization's policy and laws is essential aspect of work ethic in customer service  
 True  False
9. Effective time-management and organization reflect excelled customer service  
 True  False
10. Checking e-mail or facebook does not waste time at workplace.  
 True  False
11. Undue interruptions during work also slows it down  
 True  False
12. Resolving the issue at initial stages increases conflicts.  
 True  False
13. Complaints and conflicts are a result of bad relations with the customer  
 True  False
14. To get any job, soft skills are as important as the technical skills  
 True  False
15. C.V only reflects your background  
 True  False

## PRESENTATION ALONG WITH FINAL EXAM

Total marks:	14
Duration:	2 minutes
Topic:	State three of the skills you learned through Soft skills training course which are (in your view) most important for your professional life, and explain the reasons.
Standard for Evaluation and Giving Marks	<ul style="list-style-type: none"><li>▪ Grip on topic. (4 marks)</li><li>▪ Speaking with confidence. (2 marks)</li><li>▪ Elaboration of topic and use of examples (2 marks)</li><li>▪ Non-verbal communication e.g. gestures, facial expressions, smile etc. (2marks)</li><li>▪ Physical appearance e.g. dress, cleanliness etc. (2 marks)</li></ul>

## SOFT SKILLS TRAINING COURSE

### Report Card

Date:		Name of the student:	
Roll no.		Trade Group:	
Training institute:		Instructor:	

#### Part 1: Class participation and attitude

Points of evaluation	Obtained marks	Full marks
Punctuality		5
Overall attendance		5
Participation		5
Personal growth and improvement		5
Total marks		20

#### Part 2: performance in exercises and examination

Exercises and examination	Obtained marks	Total marks
Numbers of post-test		15
Homework exercises		12
Final examination including presentation/speech		28
Total marks		55

## ASSESSMENT AND EVALUATION

TOTAL MARKS	OBTAINED MARKS	LEVEL/GRADE	HIGHEST MARKS IN THE CLASS
75*			

- Class participation, performance and attitude has 20 marks, while exercises and examination has 55. Hence, making the total 75

Level or grade will be, as per following:

Marks	Grade	Distinction/distinguished excellence
66-75	A+	Excellent
56-65	A	High
46-55	B+	Very good
36-45	B	Good
26-35	C	Barely pass
<25	D	Fail

Part 4: instructor's opinion regarding the student:

<p>Signature: _____ Date: _____</p>
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# Evaluation



## Session 3: Assessment and evaluation

3.1	Evaluation of training course on soft skills	31
3.2	Evaluation of soft skills learnt in the course – Tool	34
33	Certificate	37



### 4.1 Monitoring indicators for evaluation

It will be important for the evaluator team to know, on what basis you will evaluate their knowledge, skills and actions. Keeping this in mind, indicators have been identified, so that overall change caused by the course can be monitored. These indicators have been crafted, keeping objectives identified in each topic, in mind. These indicators of change are those expected parameters, on which students can be evaluated as a group. The topics of the course include self-confidence, communication skills, effective time-management, work ethic, addressing complaints and conflicts and job search and preparation. These parameters pertain to students' personal and profession life. In the table given below, indicators of change from each sub-topic is provided:

Indicators of change
Self-confidence
Understanding and explaining self-confidence in customer care
Explaining the ways of enhancing self-confidence and using them practically
Introducing yourself with full confidence and explaining your work
Talking to teachers, fellow students or employees with confidence
Evaluating your self-confidence and taking better measures
Communication skills
Being able to understand and explain the soft skills that are required in customer care
Asking questions or talking in class without fear
Talking to Teacher/employer/supervisor/students/team without fear
Listening to instructions or other matters closely and writing neatly
During a conversation, using a positive attitude, smile and better facial expressions
Understanding abbreviated words, gestures or colors and taking action or making other people understand
Work ethic
Ensuring attendance and coming to class on time
Following preset policies and discipline of any class or institute
Understanding the importance of the principles of sympathy, respect, honesty while upholding promises and following them.
Talking to fellow students with patience and cooperating with them
Showing patience in class or work-place
Keeping essential information and important facts, confidential
Wearing appropriate dress or uniform and shoes
Avoiding working in a mental state that may impact the quality of work
Never breaking your promises and accepting the results with honesty
Time-management
Giving importance to time in your everyday life and customer care
Linking time with work and performance in customer care
Making daily schedule and implementing it (during class or job)

Using modern tools for effective time-management in customer care
Doing the assignments for the class on customer care and submitting them on-time
Avoiding the factors that cause time wastage in class or work (chit chat, mobile game, facebook)
Managing complaints and conflicts
Understanding and explaining the importance of immediate solution of conflicts or complaints in customer care
Understanding and explaining the reasons for conflicts or complaints in customer care
Explaining and using ways of addressing angry customers
Explaining various unpleasant situations that may arise in customer care and addressing it
Job search and preparation
Explaining effective ways of job search and finding job using them
Preparing your C.V
Preparing cover-letter for your job
Explaining essential details of an interview and using them
Giving an interview successfully

## 4.2 Evaluation method

Evaluation includes oral questions, presentation, exercises and observation so that the students' performance can be evaluation and evaluation team can assign them marks based on their performance. This will help assess how much their soft skills changed during the course. This evaluation can also be linked with the raining institute's evaluation/assessment and examination so that comparisons can be made. Three methods are being suggested for the evaluation, through which students may be evaluated. For each method, a checklist has been provided to create ease for evaluation team

No	Method	Detail
1.	Presentation	Students will give the presentation and the evaluation team will assess them based on the checklist provided and give marks. This presentation is of two types, students can explain methods of survey or inspection or they can talk on any topic, for instance, my Pakistan, my training course, who am I, my professional future, etc. it will require 5 minutes per student
2.	Checking workbook and observation	Based on the provided checklist, students' workbook can be checked, their current performance can be observed and they can be awarded marks accordingly
3.	Instructor's or trainer's Opinion/feedback	This method some things will be assessed based on the checklist provided by the instructor. Marks will be awarded based on instructor's opinion. Instructor will be asked to provide attendance register, report card, questions paper or homework

## EVALUATION OF SOFT SKILLS LEARNT THROUGH THE COURSE

<b>DATE:</b>		<b>NAME OF THE STUDENT:</b>	
<b>PROFESSION:</b>		<b>NAME OF THE TRAINING INSTITUTE</b>	
<b>TRAINER'S/INSTRUCTOR'S NAME</b>		<b>LOCATION:</b>	
<b>TOTAL MARKS</b>	160	<b>OBTAINED MARKS:</b>	
<p>Standard of evaluation while giving marks:                      Performing way beyond the standard: 5 (87-100%)                      Performing beyond the standard: 4 (71-86%)                      Performing per standard: 3 (56-70%)                      Sometimes meeting the standard: 2 (41-55%)                      Never meeting the standard: 1 (0-40%)</p>			

Methods of evaluation and indicators	Total marks	Obtained marks
<b>1. Presentation</b>		
Communication		
Understanding and explaining the soft skills required in the profession of customer care	5	
Introducing yourself with complete confidence and telling others about your work	5	
Talking to teachers, fellow students or employees with confidence	5	
Talking fearlessly with Teacher/employer/supervisor/team	5	
Using positive tone, smile and better facial expression	5	
<b>Total marks</b>	<b>25</b>	
<b>2. Checking workbook and observation</b>		
Explain the strategies to improve self-confidence and using them practically	5	
Introducing yourself with complete confidence and telling others about your work	5	
Evaluating your self-confidence and taking appropriate measures	5	

Methods of evaluation and indicators	Total marks	Obtained marks
Ensure attendance and coming to class on-time	5	
Preparing your C.V and cover letter	5	
Keeping your physical appearance (clothes, shoes, face, hair, etc) appropriate	5	
Ensuring attendance and coming to class on-time	5	
<b>3. Trainer/instructor's feedback/opinion</b>		
<b>Work ethic</b>		
Following the preset policies and discipline of the class or organization	5	
Understanding the importance of the principles of sympathy, respect, honesty while upholding promises and following them.	5	
Talking to fellow students with patience and cooperating with them	5	
Showing patience in class or work-place	5	
Avoiding working in a mental state that may impact the quality of work	5	
Never breaking your promises and accepting the results with honesty	5	
Keeping essential information and important facts, confidential	5	
<b>Time-management</b>		
Giving importance to time in your everyday life and customer care	5	
Linking time with work and performance in customer care	5	
Making daily schedule and implementing it (during class or job)	5	
Using modern tools for effective time-management in customer care	5	
Doing the assignments for the class on customer care and submitting them on-time	5	

Methods of evaluation and indicators	Total marks	Obtained marks
Avoiding the factors that cause time wastage in class or work (chit chat, mobile game, facebook)	5	
<b>Managing complaints and conflicts</b>		
Understanding and explaining the importance of immediate solution of conflicts or complaints in customer care	5	
Understanding and explaining the reasons for conflicts or complaints in customer care	5	
Explaining and using ways of addressing angry customers	5	
Explaining various ways of dealing with unhappy customers and using it	5	
<b>Job search and preparation</b>		
Explaining effective ways of job search and finding job using them	5	
Explaining the method of preparing your C.V and cover letter	5	
Explaining essential details of an interview and using them	5	
<b>TOTAL MARKS</b>	<b>100</b>	
<b>OVERALL RESULT</b>	<b>TOTAL MARKS</b>	<b>OBTAINED MARKS</b>
Presentation	25	
Checking workbook and observation	35	
Instructor/train's feedback/opinion	100	
Total obtain marks	160	
Percentage depiction of obtained marks		

Percentage: obtain marks/total marks \* 100= \_\_\_\_\_

# CERTIFICATE



## Certificate

This certificate is awarded to

for successful completion of the  
Training Course on Following

## Soft Skills

- Self Confidence
- Communication Skills
- Work Ethic
- Time Management
- Managing Complaints & Conflicts
- Job Identification and Preparation

for Trade Group Customer Care Services

Total Marks	
Marks Obtained	
Percentage	%

Person Name  
Designation  
Organization

Person Name  
Designation  
Organization