Name: ………………………………………………………………………………………

**Monitoring and evaluating customers service at Chelsea FC**

**Section 1** – Monitoring customer service

|  |  |
| --- | --- |
| **How could Chelsea FC monitor the customer service they provide?** | **Why would Chelsea FC use this method?** |
| 1) |  |
| 2) |  |

**Section 2** – Evaluating customer service

|  |  |
| --- | --- |
| **How can Chelsea FC measure if customer service is improving?** | |
| Method of investigation | Evidence |
| 1) |  |
| 2) |  |