**The Alliance DIPLOMA 2021**

**HOMEWORK FOR WORKSHOP 6 - #DoDifferent Client Servicing**

**DUE DATE: 15 April 2021**

Duration guide 1 hour max

No more than 400 words – essay style or bullet point report style.

During this session we talked about the need for continuing attention to changing Client needs in Client Service and how failure to attend to this could cause issues for both Clients and Agencies.

Think about how you have worked with your Client(s) in the last few months.

Please give **4** **different examples** of where you have provided a really high level of Client Service to a Client recently – explain why you feel your Client would see this as exceptional service – and not just what they would expect day to day. So, for example, this could be that you saved them money, or turned something around quickly or added value to a task you were asked to complete or resolved a problem for them. These can all be for the same Client or for different Clients.

*Marking scheme*

*5 marks for each example*

*The answer must be well written, short, and clear and each example must demonstrate a different aspect of good Client service. You need to explain not just what you did but why the Client would see it as exceptional*