

- a) Describe the organisation's procedures and systems for encouraging the use of additional services or products

Assessor Feedback:

- b) Explain how additional services or products will benefit your clients

Assessor Feedback:

- c) Explain how your clients' use of additional services or products will benefit your organisation

Assessor Feedback:

- d) Identify the main factors that influence clients to use your services or products

Assessor Feedback:

- e) Explain how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products

Assessor Feedback:

f) State how to give appropriate, balanced information to clients about services or products

Assessor Feedback:

Signature:

Student Name:

Date:

Signature: