

## WORKSHEET #1 - YOUR PRODUCT/SERVICE DESCRIPTION

*Take a few minutes to complete this worksheet. The word counts are only there for guidance - the point of the exercise is to be concise, relevant, and accurate. Someone with no previous knowledge of your organisation should understand your approach and what you offer after reading your answers.*

1. Describe Your Product or Service (300 words)

2. Describe the Key Stages in Service Process (if applicable) (300 words)

3. Describe How You Communicate with Clients / Customers and Act on Feedback (300 words)

4. Describe the Deliverable(s) or Output(s) (300 words)

5. Describe the Outcome(s) or Ultimate Result(s) for you clients (300 words)