

Practical Assessment	Mandatory Training: Excellence Customer Experience	
Competency	Cluster	Affirmation (Superior to sign when serviceman is deemed competent)
TDP15GN215 Handling the Customer Complaint Properly	Senior Technician	Signature: Name: Date:

Practical Evidence: minimum 5 job number				
WO/Ticket Number	Comments	Senior/Superior		
		Date	Name	Signature
1. 8600386321	⓪	31 Oct 2021	Frued	<i>[Signature]</i>
2. 8500159314	⓪	18 Oct 2021	Frued	<i>[Signature]</i>
3. 850016221	⓪	4 Nov 2021	Frued	<i>[Signature]</i>
4. 8600389904	⓪	11 Nov 2021	Frued	<i>[Signature]</i>
5. 8500159496	⓪	22 Nov 2021	Frued	<i>[Signature]</i>
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7.				
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9.				
10.				

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