Teacher Resource #1:

Peer-to-Peer Feedback Forms

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| --- | --- | --- | --- | --- |
|  | Excellent (4) | Good (3) | Fair (2) | Poor (1) |
| Effectiveness of presentation | The main point of the presentation was clear. | The presentation was somewhat effective. | The presentation left the audience wondering about internal or external customer service. | The presentation did not demonstrate internal or external customer service. |
| Group demonstrated examples of positive internal customer service  | Several examples demonstrated positive internal customer service. | One or two examples demonstrated positive internal customer service. | Examples were ambiguous or unclear regarding positive internal customer service. | The presentation did not include examples of positive internal customer service. |
| Group demonstrated the link between internal and external customer service | Student presentation demonstrated an understanding of link between internal/external customer service. | Student presentation somewhat demonstrated an understanding of link between internal/external customer service. | The link between internal and external customer service was weak or unclear in the presentation. | The presentation made no link between internal and external customer service. |

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