

CRITICAL ANALYSIS OF ACTIVITY 3 - TASK 3

| | YES | NO | COMMENTS |
|---|-----|----|----------|
| Did the home helper greet the client? | | | |
| The home helper took a break for a sufficient time to listen to the client? (active listening) | | | |
| Did the home helper apologise for the delay? | | | |
| The home helper confirms that the delay has already been reported and justified by the team coordinator? | | | |
| The home helper explains the situation | | | |
| The home helper takes another break to listen to the beneficiary's reaction? | | | |
| The home helper asks the beneficiary if he accepts that the service be done? | | | |
| Does she confirm who she's talking to? (confirm if you need to talk to the person or person in charge?) | | | |
| Did the home helper take another break to listen to the beneficiary's reaction? | | | |
| Does it inform/confirm the planned time and task? | | | |
| Did the home helper take another break to listen to the beneficiary's reaction? | | | |
| Did the home helper report the delay? How long will it take? | | | |
| Did the home helper follow the formalities of the discussion with the client? (politeness, calm, listening and waiting...); Has he/she been tolerant and receptive to the beneficiary's attitude? | | | |
| Is she trying to get around the problem by suggesting that procedures be adapted to the time available? | | | |
| The home helper informs his superiors? | | | |
| Does she take note of the situation? | | | |
| Does it go to the next beneficiary? | | | |
| OTHER COMMENTS: | | | |