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EN202-01

Dr. Kimberly Bunts Anderson

The research topic concerns the community of Saipan especially when regarding great customer service. I chose this topic because I am very fond of great customer service and I myself provide excellence service when I was a customer service representative. So choosing this topic was a great idea because not only do I know the importance of great customer service. I believe it’s an issue that most people do not really care about. That is why I choose the topic Great Customer Service, so I can spread awareness and give future employees and employers knowledge about educating their employees about this issue. In my opinion, I am content with the topic I have chosen, but I pretty much have a whole concept of the importance of giving great customer service. So I would choose to not go further in this research.

Throughout the semester, Mrs. Bunts gave out four essays to accomplish. The essays given were stressful. Three essays given were in relation of the research paper and by the end of the semester we could use the essays and apply it on our research report. One of the essays I prefered was persuasive essay. Persuasive essays is an easier writing method because you have to convince your audience.. It attempts to persuade a reader to adopt a certain point of view or to take a particular action.

In addition, we were also required to look for literature in order to have a really great research essay. My topic especially is very broad searching for literature was very hard throughout the semester. Throughout the process of searching for literature I found helpful books in the library which helped me alot in my research essays. My interviews with an expert also expanded my knowledge about how to properly give basic great customer service. In Regards to the project, my biggest accomplishments is obtaining information and turning in some work for EN202. I was so stressed and EN202 required so much attention from me. It was hard to give my all for EN202 because I have two jobs and full time classes. I recently started as a radio dispatcher for 911 and learning all the codes and verifying where the location is was very stressful, yet alone I was an acting supervisor at Kensington Hotel under Entertainment Department. I was so stressed but I tried not to give up I’m not sure if I was depressed as well. My schedule for work got my sleeping schedule really messed up that’s why I missed about four days of class in two weeks because waking up before 10:00am was so crucial for me. I wish I can focus on getting my degree instead of working but no one supports me and no one will pay for my bills etc. My biggest regret was not following my plan from the beginning of the semester. My plan was to be ahead of all my assignments but in the end I’m behind and this class is the class I’m really behind on.

In conclusion, EN202 taught me so much skills not only through my writing skills but time management wise. Even when the instructor announces you have nine weeks to finish up your research report NEVER DELAY! One of my mistakes during this fall semester. It was a struggle to write academic essays, hopefully I did improve. The class lectures and assignments helped me understand the whole concept of how to write a research report. Overall, I am glad I learned how to properly write a research report and accomplishing it as well. I will use this knowledge to help me in the future.