



THE CHARTERED INSTITUTE OF BANKERS, GHANA

FORMAT FOR EXAMINER'S REPORT

1. Title of Paper and Name of the Diet

Customer Experience and Service Excellence (April 2025)

2. Introduction: General Observations

Judging by the 100% pass rate for the students, the examinations can be said to have been very successful.

2. Comments on Candidates' Performance

Pattern of choices: Students clearly gravitated toward specific questions (B2, B3, and C2). This could indicate these questions covered topics that were emphasized in class or that students felt more confident about.

Risk vs. Reward: Interestingly, the least chosen questions (B1, B4, C1) had vastly different outcomes. B1 had the lowest pass rate, while B4 and C1 had perfect pass rates. This suggests some students may have missed opportunities by avoiding these questions.

Section with Most Difficulty: Section C Question 2 had the highest failure rate among popular questions (17%), suggesting it was challenging despite being widely attempted.

Exam Balance: The high overall pass rates suggest the exam was generally fair and aligned with student preparation, though certain questions presented more challenges than others.

2. I. Summary Statistics of the Performance per the format in the table below.

Total No. of Candidates	Question No.	No of the Candidates Attempted each Question	% of candidates attempted each question	NO. Passed	NO. Failed	% Passed	% Failed
146	Section A	146	100%	146	0	100%	0%
	Section B						
	One	6	4%	2	4	33%	67%
	Two	142	97%	140	2	99%	1%
	Three	136	93%	122	14	90%	10%
	Four	7	5%	7	0	100%	0%
	Section C						
	One	10	7%	10	0	100%	0%
	Two	136	93%	113	23	83%	17%

3. General Problems Identified

- a. The number of grammatical errors found is a bit concerning. At this level, it is expected that basic spellings would not be a problem for students.
- b. It is also important for students to be taught how to clearly put their thoughts on paper in a coherent manner.

4. Specific Comments on each question

- a. **Section A Performance:** All students completed and passed the compulsory multiple-choice section, suggesting the baseline knowledge was well-understood by everyone. Compared to the old syllabus and format, the addition of multiple-choice questions is good for the overall performance.
- b. **Section B Preferences:**
 - I. Questions 2 and 3 were overwhelmingly popular, chosen by 97% and 93% of students, respectively.
 - II. Questions 1 and 4 were rarely selected (4% and 5%)
 - III. This suggests students found Questions 2 and 3 more approachable or better aligned with their preparation
- c. **Section B Performance:**
 - I. Question 1 had the lowest pass rate (33%), suggesting it was the most challenging.
 - II. Question 4 had a perfect pass rate (100%), but was rarely chosen
 - III. Question 2 was both popular and had a high pass rate (99%)
- d. **Section C Preferences:**
 - I. Question 2 was heavily favored (93% of students)
 - II. Only 7% of students chose Question 1
- e. **Section C Performance:**
 - I. Question 1 had a perfect pass rate (100%), but was rarely chosen
 - II. Question 2 had a lower pass rate (83%), despite being more popular

5. Conclusion

As said earlier, this examination could be said to be very successful. However, it is clear that there is still work to be done to enable this particular examination world class.