

CUSTOMER SERVICE ASSESSMENT

Instructions:

Use the following rating scale and circle the number associated with the rating factor that you feel is most appropriate.

1-Strongly Disagree	2-Disagree	3-Undecided	4-Agree	5-Strongly Agree
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1	When I help clients, I try to delight them by exceeding their expectations.	1	2	3	4	5
2	I adjust my interaction style to suit the characteristics of the client I am helping.	1	2	3	4	5
3	I ask appropriate questions to get as much information as possible about clients' needs.	1	2	3	4	5
4	I find it easy to recall the details of what customers have said to me	1	2	3	4	5
5	I have an easy time giving feedback to coworkers.	1	2	3	4	5
6	When people try to hide their feelings, I am good at figuring out what they really feel.	1	2	3	4	5
7	When necessary, my coworkers can rely on me to meet a client's needs.	1	2	3	4	5
8	I am very comfortable using the resources available to me to do my job well.	1	2	3	4	5
9	I am comfortable dealing with clients who have personal characteristics that are different from mine.	1	2	3	4	5
10	I know what types of questions are appropriate to ask clients to gauge an understanding of their needs.	1	2	3	4	5
11	Even when I know how I might respond to clients, I still listen and ask questions.	1	2	3	4	5
12	I actively seek feedback from my clients to assess my effectiveness.	1	2	3	4	5
13	I am good at conveying appropriate feelings through facial expressions and body language.	1	2	3	4	5
14	I feel it is important to share information and resources openly within a team.	1	2	3	4	5
15	When I cannot do what clients want, I find alternative solutions to help them.	1	2	3	4	5
16	I get along well with many different types of people.	1	2	3	4	5
17	I use open-ended questions to obtain feedback from my clients.	1	2	3	4	5
18	I approach every client interaction as a new service opportunity, without making any assumptions about clients want.	1	2	3	4	5
19	I can receive feedback without becoming defensive or self-doubting.	1	2	3	4	5
20	I know how to use my tone of voice, facial expressions, body posture, eye contact, and rate of speech to make my clients feel comfortable.	1	2	3	4	5
21	I am comfortable relying on the support I receive from my manager to achieve my goals.	1	2	3	4	5