

## CUSTOMER SERVICE ASSESSMENT SCORING

*Instructions:*

*Write your ratings from your assessment in the appropriate spaces below.*

Client Service Boosters to Achieve Great Customer Service		Your Ratings			Total
1	Takes Initiative to Meet or Exceed Expectations				
		<b>1</b>	<b>8</b>	<b>15</b>	
2	Valuing Differences is Important				
		<b>2</b>	<b>9</b>	<b>16</b>	
3	Effective Questions Get Results				
		<b>3</b>	<b>10</b>	<b>17</b>	
4	Listening: More Than Hearing				
		<b>4</b>	<b>11</b>	<b>18</b>	
5	Feedback: A Matter of Give and Take				
		<b>5</b>	<b>12</b>	<b>19</b>	
6	Nonverbal Cues: True Feelings Shine Through				
		<b>6</b>	<b>13</b>	<b>20</b>	
7	Building Internal Partnerships is Key				
		<b>7</b>	<b>14</b>	<b>21</b>	