

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				
		1	8	15	
2	Valuing Differences is Important				
		2	9	16	
3	Effective Questions Get Results				
		3	10	17	
4	Listening: More Than Hearing				
		4	11	18	
5	Feedback: A Matter of Give and Take				
		5	12	19	
6	Nonverbal Cues: True Feelings Shine Through				
		6	13	20	
7	Building Internal Partnerships is Key				
		7	14	21	