

Succeed magazine's customer service self evaluation

When a customer talks to me I pay full attention	Agree / Disagree
I help customers who walk into the store I don't wait for them to come to me	Agree / Disagree
I look a customer in the eye	Agree / Disagree
When I can't help the customer with exactly what they want I offer suggestions on alternative solutions	Agree / Disagree
I stay calm, even when a customer is complaining	Agree / Disagree
I answer the phone by the third ring	Agree / Disagree
I do something special for my important clients	Agree / Disagree
I have a plan to make someone's day when they are having a bad one	Agree / Disagree
I communicate openly and effectively with my customers	Agree / Disagree
I say sorry when I mess up	Agree / Disagree
I follow up on my promises and keep my end of the deal	Agree / Disagree

How to complete this questionnaire:

Step one - be honest (only you will know the answers)

Step two - mark agree or disagree (depending on which one is most relevant)

Step three - count the agrees and disagrees

More agrees than disagrees means that your customer service is okay (you should probably work on the disagrees)

More disagree than agrees means that you should re-look at your customer service strategy.

Number of agree's:

Number of disagree's: