

Sample Customer Service Assessment

1. Our organization has a clear, written statement explaining what we mean by excellent service and how we create it for our customers.
2. Everyone who works for me can explain his/her role in delivering excellent service. I am 100% sure that their explanations of excellent service would agree with mine.
3. I know the day-to-day things we can and should be doing to receive high marks from customers on a consistent basis and so does my staff.
4. I regularly (at least every other month) talk to my employees about the importance of providing excellent service to customers.
5. We do a superb job of learning about the little things (the small details) that are important to our customers.
6. We almost always follow-up with customers to be sure that fixed problems stay fixed.
7. Every manager and supervisor is aware of his or her impact on employee behavior; we work hard at setting a personal example of good service to customers.
8. We do an excellent job of continuously and actively seeking information that can help us improve service quality.
9. Employees who provide superior service are frequently held up as role models for other employees to emulate.
10. Such employees know the specific actions and attributes for which they are being recognized.
11. Formal performance evaluations for all employees include a focus on delivering excellent service.
12. We encourage employees to go “above and beyond” for customers.
13. We regularly review our policies and procedures to ensure that they make it easy for employees to deliver excellent customer service.

To purchase the full assessment, contact us today!