# Customer Service Self-Assessment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Employee Name: |  | | | |
| Identification Number: | |  | Assessment Date: |  |
| Job Title: |  | | | |

|  |  |  |
| --- | --- | --- |
| **Customer Service Question** | **Yes/No** | **Employee Comments** |
| Do you have a strong understanding of the product we market? | Yes |  |
| Have you been trained in various marketing techniques, including attraction marketing? | No | I'm currently getting trained in various marketing techniques. |
| When a customer comes to you, either with a problem or a question, do you feel you listen to them? | Yes |  |
| Do you do an excellent job of addressing the customer's concerns? | No | Sometimes I get flustered and don't articulate my response as well as I should. |
| When you see a customer, do you make eye contact and smile? | Yes |  |
| Do you remember to greet a customer whenever you encounter one? | Yes |  |
| When a customer is preparing to leave, do you make sure to say good-bye? | Yes |  |
| Do you make an effort to learn each of our regular customer's names? Do you address the regular customers by name whenever they come in? | Yes | Since I only started to work here a short while ago, I'm still learning the names of the regular customers. |
| When handling a dispute, do you remain calm, cool, and collected? | No | I have a tendency to get a little flustered when confronted. It's a reaction that I'm working on. I think the hardest thing for me is learning to stop and think, rather than trying to address the problem as quickly as possible. |
| Do you know which supervisor to contact when a customer makes demands that you are not qualified to handle? | Yes |  |

## Additional Comments:

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

**Copyright information - Please read**

© This [**Free Microsoft Office Template**](http://www.hloom.com/more/) is the copyright of Hloom.com. You can download and modify this template for your own personal use. You can (and should!) remove this copyright notice ([click here to see how](http://www.hloom.com/resumes/how-to-format-word/)) before customizing the template.

You may not distribute or resell this template, or its derivatives, and you may not make it available on other websites without our prior permission. All sharing of this template must be done using a link to <http://www.hloom.com/>. For any questions relating to the use of this template please email us - [info@hloom.com](mailto:info@hloom.com)