

CUSTOMER SERVICE PERSONAL FITNESS TEST

LIVING SMALLER
SMARTER

Rate the following questions using this scale

1. STRONGLY AGREE	2. AGREE	3. NEUTRAL	4. DISAGREE	5. STRONGLY DISAGREE
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PHONE SERVICE

- _____ 1. I answer the phone in less than two rings
- _____ 2. I set the tone for the call by introducing ourselves and our office in an upbeat manner
- _____ 3. I “monogram the call” – use the customer’s name throughout the call
- _____ 4. I transfer callers only one time, with ease
- _____ 5. My phone service is exceptional

OFFICE VISITS

- _____ 1. I greet every person that walks in with a smile and an introduction
- _____ 2. I follow a consistent process for office visits
- _____ 3. We have processes in place to handle visitors when the office gets busy
- _____ 4. I am cross-trained effectively to share information relating to other departments
- _____ 5. My in-person service is exceptional

EMPATHY

- _____ 1. I regularly discuss strategies to be more empathetic to stakeholder needs
- _____ 2. I am intentional about showing stakeholders we care about their problem
- _____ 3. I practice active listening techniques to better our service skills
- _____ 4. I ask clarifying questions to make sure we understand the problem
- _____ 5. I am intentional about empathizing with the student

PROCESSES

- _____ 1. I actively revisit processes to make them more customer friendly
- _____ 2. We have a feedback process in place that allows stakeholders to share information about our processes
- _____ 3. I consider the student first in all new processes we develop
- _____ 4. I ask our stake holders to review our processes and give feedback
- _____ 5. I work to make processes between our depart and others student friendly

One customer service technique I do exceptionally well is

One customer service technique I wish I were better at is

