

How well do I ...? — A self-assessment tool

This self-assessment tool gives a profile of your approach to customer service. The results can be transferred to your personal development plan.

For each attributed make a mark where you consider you are on the scale.

How well do I ... ?

I don't Always

0 1 2 3 4 5 6 7 8 9 10

Stay Positive?

Claim ownership of the problem?

Discover the underlying reasons?

Refer the problem, when appropriate?

Act in a timely manner?

Be non-judgemental?

Stay composed?

Apologise/give empathy?

Communicate frequently and regularly?

The assessment approach can also be done for a team. Be careful, your assessment of others is judgemental so the team leader will need to assert good quality facilitation to prevent undesirable behaviours.