QUESTION SET 5: ORGANIZATIONAL EFFECTIVENESS: CUSTOMER SERVICE

Includes the participant’s ability to set and accomplish clear and compelling goals to achieve the mission and vision of the organization in the following area: Customer Service

1. The participant demonstrates a strong commitment to excellent customer service.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable

2. The participant ensures all are trained in all customer service processes.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable

3. The participant takes responsibility to resolve customer issues.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable

4. The participant makes sure customer issues are corrected the first time they are identified.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable
5. The participant demonstrates patience with customers.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable

6. The participant shows respect for customers.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable

7. The participant understands each customer’s point of view.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable

8. The participant is able to handle the stress associated with tough interactions.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable

9. The participant does not blame others when interacting with difficult customers.
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable
10. The participant knows what to do when they encounter customers with special needs (elderly, disabled, cultural/language barriers, etc).
   A. Always
   B. Very Frequently
   C. Occasionally
   D. Rarely
   E. Very Rarely
   F. Never
   G. Not Applicable