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Customer Service Skills Self-Assessment

Good customer service in the public sector requires strong customer focus, specific personal characteristics, and the ability to meet customer service challenges.

You will be asked to rate yourself in each of these areas. Remember the questions apply to both external and internal customers and may exist in varying proportions depending on the job function, unit, and agency.

Consider each statement below and indicate the extent to which you feel it applies to you at this time using the scale given. Select your response by clicking on the circle, or radio button, in the appropriate column. When you have completed the self-assessment exercise, you will be asked to print this page and evaluate your responses.

S = Strong. This describes me all or most of the time.

M = Moderate. This describes me part or some of the time.

I = Improvement opportunity. This describes me very little or not at all.

N/A = Not applicable to me at this time.

Customer Focus

	S	M	I	N/A
1. I have a strong commitment to provide our customers with excellent service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I believe that our customers are important to me, our department, our agency, and the State in general.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I feel that I know and understand what excellent customer service is.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have a good understanding of what our customers expect and require.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I believe that my job providing customer service is very important, and I understand why.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel that it is important for me to give my customers an understanding that:

6. I am the primary person who will be working with them to solve their problem or answer their questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am a member of a team of representatives in my unit who work together on behalf of our customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. We have a process in place in the event that I don't have an answer or ready solution, and I'll use it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

It Service Management Service Support Self Assessment

Daniel Rogger,Christian Schuster



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