

Governor's Office of Employee Relations

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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.	☐	☐	☐	☐
2. I believe that our customers are important to me, our department, our agency, and the State in general.	☐	☐	☐	☐
3. I feel that I know and understand what excellent customer service is.	☐	☐	☐	☐
4. I have a good understanding of what our customers expect and require.	☐	☐	☐	☐
5. I believe that my job providing customer service is very important, and I understand why.	☐	☐	☐	☐

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.	☐	☐	☐	☐
7. I am a member of a team of representatives in my unit who work together on behalf of our customers.	☐	☐	☐	☐
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.	☐	☐	☐	☐

It Service Management Service Support Self Assessment

WJ Hussar



It Service Management Service Support Self Assessment:

Embracing the Song of Term: An Psychological Symphony within **It Service Management Service Support Self Assessment**

In a world consumed by monitors and the ceaseless chatter of fast interaction, the melodic elegance and mental symphony developed by the prepared word frequently disappear in to the backdrop, eclipsed by the relentless noise and distractions that permeate our lives. However, set within the pages of **It Service Management Service Support Self Assessment** a marvelous literary prize filled with organic feelings, lies an immersive symphony waiting to be embraced. Crafted by an outstanding composer of language, this interesting masterpiece conducts visitors on a psychological journey, well unraveling the hidden songs and profound affect resonating within each cautiously crafted phrase. Within the depths with this poignant examination, we will discover the book is central harmonies, analyze their enthralling writing fashion, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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