



"Helping You Create Superior Service"

YBC "Build Better Service" Worksheet

Topic: **Evaluate Your Current Level of Service**

Instructions: Work through the questions quickly and use single word answers that best describe what you believe about the answer. Then go back through the questions more carefully and add more information. When time permits, sit down with additional paper and write out more complete answers about your thoughts on these topics.

How is your organization's customer service?

How is your personal customer service?

Can your levels of service be improved?

What are your Customer Service goals?

What Customer Service strategies do you use to accomplish your goals?

How do you measure if expectations are being met?

What will you do after any interaction to enhance customer service?

What training do you provide in Customer Service? How often?

How do you handle complaints?

How do you deal with special circumstances or requests?

What incentives and rewards do you offer for CS excellence?

What are your benchmarks for service?

What are your standards? Are they in writing?

How do you deal with customers in person, on the telephone, on the Internet, by mail?

When and how often will you review your Customer Service Plan and other documents?

Who deals with your worst-case service issues? How are they be trained?

What system or process do you have in place to make information available to anyone trying to answer a customer's question?