

Customer Service Assessment

To assess the customer service and environment in your business (how supportive it is of efforts to provide quality customer service), tick the appropriate grading to each question:

Your customer service culture and environment checklist	No	Needs Improvement			Exceptional	
	0	1	2	3	4	5
Do you have practical and detailed position description ³ for each staff member?						
Do you give your staff induction training when they start work with you?						
Have you developed and informed staff of the customer service standards/benchmarks for your business?						
Do you have regular staff meetings?						
Do you provide regular staff training?						
Are you a positive customer service role model?						
Do you conduct regular Customer Service Audits and/or use a Mystery Customer program?						
Recognition of Exceptional Service - do you celebrate and recognise individual and group performance?						
Do you have a Complaint and Recovery Policy and Procedure?						
Do you have systems to gather Customer Feedback?						

(Adapted from Managing Customer Service Seminar Workbook, Department of State Development, Queensland)