



BECAUSE EVERY DAY IS AN OPPORTUNITY

HOW WELL DO I SERVE MY CUSTOMERS?

Excellence in customer service requires many interpersonal skills. But none are more important than a sincere willingness and interest in serving others. The below questions reflect on what it takes to provide excellence in customer service. Take notice to the questions to which you responded "no". These are the gaps that are affecting your optimal team potential. And go ahead and celebrate your "yes's"!

1. Do people hear confidence in my voice and see friendliness in my face when I serve them?
Yes No
2. Do I answer the phone with my name and, "How may I help you?"
Yes No
3. Do I end conversations by asking, "Is there anything else I can help you with?"
Yes No
4. Do I apologize, give options and positively say "no" to customers when necessary?
Yes No
5. Do I get satisfaction out of solving tough customer problems?
Yes No
6. During a conversation, do I ask questions to clarify details?
Yes No
7. Do I positively control my emotions when dealing with irate customers?
Yes No
8. Do I effectively differentiate my use of e-mail, voicemail and in person communication methods?
Yes No
9. Do I follow up with my customers after I have made the appropriate referrals and transfers?
Yes No
10. Do I let the phone go unanswered when I am on my way out to lunch or home?
Yes No

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