

Platinum Edge Service Self-Assessment

You and your employees have undoubtedly perfected many skills related to providing the best possible service for your customers.

Use this brief self-assessment to honestly identify your successful service strategies and your areas of potential. You will get the best results from the self-assessment when you respond candidly and quickly.

1 = Seldom 2 = Occasionally 3 = With Some Frequency 4 = Often 5 = Almost always

1. _____ I know how to project myself positively on the telephone in a way that benefits both my organization and me.
2. _____ I know how to stay positive even on the worst day.
3. _____ I know how to give callers “touchy” information without irritating them.
4. _____ I quickly recognize the needs of my customers and I adapt to them appropriately.
5. _____ I’m comfortable expressing empathy to address the feelings of a customer over the telephone.
6. _____ I use mirroring to build trust and rapport with callers.
7. _____ I know how to handle calls outside my area of expertise.
8. _____ I know what it costs my company to lose a customer.
9. _____ I know how to deny customers’ requests tactfully and honestly.
10. _____ I know how to respond to two dimensions of a caller’s anger.
11. _____ I know how to deal with an abusive caller.
12. _____ I open and close calls professionally.
13. _____ I extend an offer to help in my greeting.
14. _____ I know how to define and provide Platinum Edge customer service in my organization.
15. _____ I keep a smile in my voice with each call/interaction.
16. _____ I ask callers whether they can hold, when necessary.
17. _____ I know what specific things I will relay in a voice-mail message, if I don’t reach who I am calling, BEFORE I dial the phone.
18. _____ I share as much information as possible and/or applicable.
19. _____ I feel confident and comfortable serving customers on the phone.
20. _____ I use blameless apologies to address customers’ concerns.

Total your score. Find your score in the ranges below.

20-40 = You are interested in meeting customers’ expectations, although you need to work on the basics.

41-60 = You are beginning to realize your customer-service potential.

61-79 = You are using several techniques that are paying off well for customers. You can be more consistent.

80-100 = You are consistently using customer-service strategies that get positive results.