Customer Service Skills Self-Assessment

Good customer service 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 that the questions apply to both external and internal customers and may exist in varying proportions depending on the job function.

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 filling in the circle, in the appropriate column.

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

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.
9. I am responsible to see that my customers' issues or problems are addressed whether or not I am the one with the answer.
10. I want to deal with my customers' issues correctly the first time I deal with them.

Personal Characteristics

1. I have patience with my customers, even when their actions are difficult to handle.
2. I show respect for my customers and my coworkers.
3. I have a positive attitude and outlook about my job, my

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4. I sound and act confident in my abilities to do my job and in my interactions with my customers and coworkers.
5. I manage the stress of my job well, even when things get tough.
6. I am efficient in all aspects of my job and handle my time very well.
7. I apply high ethical standards as I fulfill my job roles and functions.

Customer Service Challenges

1. I view every customer as a unique individual with a need to fulfill, problem to solve, or an issue to address.
2. I effectively discover and try to understand my customer's point of view.
3. I know how to recognize the signs of emotional communication (anger, fear, guilt, etc.).
4. I know ways to diffuse a customer's emotional "charge" and move the interaction to a problem-solving process.
5. I don't add to an emotional interaction by reacting emotionally to it myself.
6. I know that some of my customers have difficulty with the issues or problems they present to me and I prepare myself to handle the stress associated with tough interactions.
7. I focus on the results I can achieve by solving my customer's difficult problems and keep these goals firmly in front of me at all times.
8. I do not use judgmental or blaming behavior when I interact with customers who are experiencing difficulties.
9. I recognize and know what to do when I encounter customers who create difficult circumstances, such as dishonest interactions, abusive behavior, and defensive/attacking verbal and nonverbal communication.
10. I recognize and know what to do when I encounter customers who have special needs including the elderly, the disabled, customers from different cultures, and people who speak English as a second language or don't speak English at all.

Count the total number of S, M and I responses. If the number of I is 6 or more, it may be time to talk to your supervisor, team, or others about ways to enhance your customer service skills. It's likely to lead to greater job satisfaction for you.

Total number of S responses: _______
Total number of M responses: _______
Total number of I responses: _______

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