

## CUSTOMER SERVICE

Read each statement carefully and put a checkmark in the column you feel describes you most accurately.	Always	Sometimes	Rarely	Never
I realize the importance of teamwork and cooperation.				
I believe genuine concern is essential to any successful exchange and I behave that way.				
I take pride in my work.				
At times, too much work or too many personal problems cause me to feel over-worked, underpaid, or not appreciated.				
I believe each human encounter is an opportunity to practice and perfect my communications skills. The more I practice my work, the better I am.				
I believe that the role of Customer Service person is to help others feel good and positive about themselves and about their company and I behave that way.				
I take control of my health, my time, and my finances.				
I strive to make excellence in Customer Service a common goal for everyone in the workplace.				
I take risks.				
I do my work right.				

**What are your strengths?**

**What are your weaknesses?**