

# BEYOND CUSTOMER SERVICE

Read each statement carefully and put a checkmark in the column you feel describes you most accurately.

	<i>Always</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
I believe an affirmation is telling myself in times of doubt that which I know to be true at other times.				
I believe that while Customers aren't always right, I treat them so they feel like they are.				
I try to create a unique, emotional experience for the Customer.				
I believe that respect and common courtesy are amenities everyone needs and deserves and always gets from me.				
I try to develop a relationship with the Customer.				
I treat Customers fairly and with respect.				
I work hard developing trust with the Customer.				
I try to develop loyal Customers not just satisfied Customers.				
I know my emotions and I know how to control them.				
I believe my attitude will influence the attitudes of others.				

<i>How Many</i>	<i>Always</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
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# Customer Service

## The Competitive Advantage

<i>Read each statement carefully and put a checkmark in the column you feel describes you most accurately.</i>	<i>Always</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
<i>I realize the importance of teamwork and cooperation.</i>				
<i>I believe genuine concern is essential to any successful exchange and I behave that way.</i>				
<i>I take pride in my work.</i>				
<i>At times, too much work or too many personal problems cause me to feel over-worked, underpaid, or not appreciated.</i>				
<i>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>				
<i>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>				
<i>I take control of my health, my time, and my finances.</i>				
<i>I strive to make excellence in Customer Service a common goal for everyone in the workplace.</i>				
<i>I take risks.</i>				
<i>I do my work right.</i>				