### Rate Your Customer Service

The following items are identified as being important in evaluating the customer service of a company. How would your customers rate your company? Think of a customer that you did work for in the past year (an average customer, not the one who loves you no matter what, and not the one who isn’t satisfied no matter what).

Fill in the rating the way the average customer would rate you. 1=Poor; 5=Excellent

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| --- | --- | --- | --- | --- | --- |
| **I. Customer Service Communication** |  |  |  |  |  |
| Accessibility | 1 | 2 | 3 | 4 | 5 |
| Level of knowledge | 1 | 2 | 3 | 4 | 5 |
| Communications are friendly and professional | 1 | 2 | 3 | 4 | 5 |
| Responds in a timely manner | 1 | 2 | 3 | 4 | 5 |
| Demonstrates good problem solving ability | 1 | 2 | 3 | 4 | 5 |
| Does the right thing when mistakes are made | 1 | 2 | 3 | 4 | 5 |
| Keeps staff up to date | 1 | 2 | 3 | 4 | 5 |

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| --- | --- | --- | --- | --- | --- |
| **2. Shipping & Billing** |  |  |  |  |  |
| Ships promptly | 1 | 2 | 3 | 4 | 5 |
| Ships orders accurately | 1 | 2 | 3 | 4 | 5 |
| Provides clear and accurate billing | 1 | 2 | 3 | 4 | 5 |
| Handles backorders in a timely manner | 1 | 2 | 3 | 4 | 5 |
| Resolves problems satisfactorily | 1 | 2 | 3 | 4 | 5 |

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| --- | --- | --- | --- | --- | --- |
| **3. Technical Support** |  |  |  |  |  |
| Accessibility | 1 | 2 | 3 | 4 | 5 |
| Level of technical / product knowledge | 1 | 2 | 3 | 4 | 5 |
| Responds in a timely manner | 1 | 2 | 3 | 4 | 5 |
| Demonstrates good problem solving ability | 1 | 2 | 3 | 4 | 5 |
| Provides training to your personnel | 1 | 2 | 3 | 4 | 5 |
| Completes repairs in a timely manner | 1 | 2 | 3 | 4 | 5 |

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| **4. Quotations & Project Management** |  |  |  |  |  |
| Accessibility | 1 | 2 | 3 | 4 | 5 |
| Level of knowledge | 1 | 2 | 3 | 4 | 5 |
| Responds in a timely manner | 1 | 2 | 3 | 4 | 5 |
| Provides easily understood quotations | 1 | 2 | 3 | 4 | 5 |
| Provides complete and accurate quotations | 1 | 2 | 3 | 4 | 5 |
| Provides promptly prepared submittals | 1 | 2 | 3 | 4 | 5 |
| Provides clear and useful submittals | 1 | 2 | 3 | 4 | 5 |
| Does the right thing when mistakes are made | 1 | 2 | 3 | 4 | 5 |
| Meets project deadlines | 1 | 2 | 3 | 4 | 5 |

Which areas do you perform best in? In which areas are you most in need of improvement?