

Service Acumen Quiz

Everyone can't work with the public. The front-line just isn't the place for every employee. Is it the right place for you? If you spend a lot of time frustrated, tired or annoyed, it may not be the right place for you. If you're happy to come to work, eager to work with customers and able to get over the aggravating stuff--- the front-line is the right place for you!

The following quiz will help you start thinking about whether you're in the right position, using the appropriate skills. Take a few minutes to respond to each statement. Respond as you typically behave, not as you wish you behaved.

1 always ♦ 2 usually ♦ 3 seldom ♦ 4 never

<i>Statement</i>	<i>Rating</i>
I know what people in other parts of the company do to help customers	
I understand why customers sometimes get irritable	
I am outgoing with my colleagues	
I am patient with customers who get confused with our policies and procedures	
I understand the role that other departments play in supporting my work	
I pitch in to help out when other members of my team have deadlines or backlogged work	
I am able to overlook other people's shortcomings because I have my own	
People describe me as friendly	
I know that some customers are difficult, cranky and just mean, but I don't treat them any differently	
I can get beyond the problems and suggest solutions	
My days go by quickly because I enjoy my work	
I can shift gears easily because I understand how quickly priorities change	
I take time to partner with colleagues in the company when they have customer service problems	
I understand the corporate mission and why it matters to customers and to the industry	
I suggest ideas for improving both the work in our department and the efficiency of the entire organization	
My problem-solving style creates a lot of different options and opportunities for customers	
My enthusiasm shows	
Total	

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Scoring the Instrument

Total your score...remember, you had to answer with complete honesty. Knowing yourself is the first step in the process for becoming an exceptional service provider. Don't beat up on yourself if your score didn't measure up. This is tough work...it can really overload even the best of us. So, use these statements as action points for future personal development (especially the items where you gave yourself a 3 or 4.)

Scoring Indications:

- 17 - 33** You are the right person in the right job! I'll bet that you really like both your work and your company. You should give serious consideration to mentoring other employees.
- 34 - 50** Wellllll...I suspect that you're a marginal employee. You may be a little complacent...even a bit uninterested in your work. The environment probably doesn't excite you...it's just a job. Think about how you can get interested in your work. What additional training would you like? Are there other departments that interest you? Start plotting your own course for becoming an exceptional service provider!
- 51 - 68** Yikes! You're in the wrong job and you know it! I'll bet you sigh, whine and complain so much that everyone else knows it to. Think about updating your resume or submitting your resignation SOON! (Hey, at least you were honest with yourself...)