

INSIDE JOBS

COACHING COMPANY

Customer Service Checklist

Please circle the number that best describes your experience.

	Poor		Average		Superior	
First Impression:						
Building Exterior:						
In Good Repair	1	2	3	4	5	NA
Clean & Clutter Free	1	2	3	4	5	NA
Adequate Lighting	1	2	3	4	5	NA
Pleasing Landscaping	1	2	3	4	5	NA
Plenty of Parking	1	2	3	4	5	NA
Safe in every way	1	2	3	4	5	NA
Easily Accessible	1	2	3	4	5	NA
Signs/Direction Aids - Easy to Understand	1	2	3	4	5	NA
Comments:						

Building Interior:						
Lots of Light	1	2	3	4	5	NA
Spacious	1	2	3	4	5	NA
Clean & Uncluttered	1	2	3	4	5	NA
In Good Repair	1	2	3	4	5	NA
Good Signage	1	2	3	4	5	NA
Comments:						

Telephone:						
Answered in 2 Rings	1	2	3	4	5	NA
Answered by a Live Person	1	2	3	4	5	NA
Person Speaks Clear English	1	2	3	4	5	NA
Person is Friendly and Respectful	1	2	3	4	5	NA
Person is Knowledgeable and Helpful	1	2	3	4	5	NA
Machine/Voice Mail - Easy to Navigate	1	2	3	4	5	NA
Transaction was Handled Quickly	1	2	3	4	5	NA
Comments:						

Employees:						
Attitude	1	2	3	4	5	NA
Knowledge/Helpfulness	1	2	3	4	5	NA
Friendliness	1	2	3	4	5	NA
Appropriate Attire/Cleanliness	1	2	3	4	5	NA
Respect for Customer	1	2	3	4	5	NA
Respect for Employer	1	2	3	4	5	NA
Comments:						

Value-Added:

Received More than Expected	1	2	3	4	5	NA
Comments:						

Result:

Needs Were Met	1	2	3	4	5	NA
Left Feeling Positive	1	2	3	4	5	NA
Comments:	1	2	3	4	5	NA

Overall Impression	1	2	3	4	5	NA
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I would return to this business:	YES	NO
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Comments:

Thank You

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