

Module 7 Activity: Self-Assessment and Guided Discussion on Essential Customer Service Skills

The following includes content adapted from the Restaurant Ready curriculum, Customer Service Competency, 5A Who is the Customer and 5B Providing Service Excellence.

Directions: After the participant views the Module 7 video, the Career Counselor will provide the participant with this activity to determine if the lesson's objectives were met. The assessment can be completed before, or while, meeting with the Career Counselor.

Name of Participant _____ **Date completed** _____

Read each **self-assessment** statement carefully. Think about your interactions with the public, at your current or past workplace. Mark the words which best describe you.

1. I always greet and welcome our customers.
a. Always b. Usually c. Sometimes d. Never
2. I make eye contact and use positive body language with customers
a. Always b. Usually c. Sometimes d. Never
3. I am always checking around me to see who needs help, and what needs to be done.
a. Always b. Usually c. Sometimes d. Never
4. I make the customer feel important.
a. Always b. Usually c. Sometimes d. Never
5. I am focused on the needs of the customer.
a. Always b. Usually c. Sometimes d. Never
6. I treat others as they would like to be treated.
a. Always b. Usually c. Sometimes d. Never
7. I am calm and patient, even when dealing with difficult customers.
a. Always b. Usually c. Sometimes d. Never

Next, read pages 24 and 25 from the [Madison Park Employee Handbook](#), specifically the sections titled: Customer Service, Customer Complaints, and Telephone Courtesy. (These are located on pages 28 & 29 of the PDF.)

Guided Discussion Questions Could Include:

- What are your thoughts on the Module 7 video you watched and the Customer Service Policy you read? Which things mentioned in these two resources seem like they would be tough to do for an employee working with the public?
- Why is greeting and welcoming each customer important for employees?
- Can you think of a store, restaurant, or other business where employees immediately greet and welcome you when you walk in the door? How does that make you feel about their company?
- Do you know anyone personally who has experienced walking into a store, restaurant, or other business and none of the workers even acknowledged them? When you hear about bad customer service situations like that, how does that make you feel about the company?
- Why would you say making the customer feel important is a key aspect of good customer service?
- What is an example of how an employee can make the customer feel important?
- Do you know anyone personally who has experienced asking a store employee for help only to have them act like they were too busy to help out, or they seemed like you were a bother for interrupting them? If so, what happened and how did they react?
- Why is it important that employees treat customers as they would like to be treated?
- Do you ever make decisions about whether or not to go to a store, restaurant, or other business, based on the online reviews of the place?
- Do you know anyone personally who has experienced such bad customer service somewhere that they wrote a bad review about the place, or they “trashed” the company online? Do you think there is power in good and/or bad reviews?
- From your perspective, tell me why communication is not only about the words you speak?
- When you work with the public, your job is to be polite and kind, while serving each customer. What do you feel is the hardest part of working with the public?

Please select all that apply:

- A. I have watched the Module 7 video, Essential Customer Service Skills, Part One.
- B. I have completed the Module 7 self-assessment follow-up activity.
- C. I have read pages 24 and 25 from the Madison Park Employee Handbook, specifically the sections titled: Customer Service, Customer Complaints, and Telephone Courtesy.
- D. I had a discussion with my Career Counselor about Essential Customer Service Skills.
- E. I do have some questions or concerns about this type of job and want to speak more with my Career Counselor about them.

Extended Thinking:

Look through some of ["The Top 100 Excellent Customer Service Quotes"](https://www.callcentrehelper.com/exceptional-customer-service-quotes-117771.htm) at the link below and choose one or more quotes that could be helpful. Write the quote down, take a picture of it, text it to yourself, or pass the link to someone else!

<https://www.callcentrehelper.com/exceptional-customer-service-quotes-117771.htm>