

Module 8 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 8 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 put myself in my customer's shoes and try to look at issues through their eyes.
a. Always b. Usually c. Sometimes c. Never
2. I care about the feelings of others and change my language to fit each situation.
a. Always b. Usually c. Sometimes c. Never
3. I try to fix the problem, not blame the customer when they have an issue.
a. Always b. Usually c. Sometimes c. Never
4. I meet or exceed my customers' expectations.
a. Always b. Usually c. Sometimes c. Never
5. I check the body language of guests to make sure they are satisfied.
a. Always b. Usually c. Sometimes c. Never

The Customer Service section of the [Madison Park Employee Handbook](#) states:

"Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At Madison Park Restaurant the customer always comes first!"

Write a sentence or more responding to that statement. _____

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 8 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 putting yourself in the customer's shoes and trying to look at issues through their eyes important for employees?
- What is empathy? What does this have to do with good customer service? What is one example of how an employee should communicate empathy to an upset customer?
- Why would you say caring about the feelings of others and changing your language to fit each situation are key aspects of good customer service?
- Do you know anyone personally who has experienced walking angrily into a store, restaurant, or other business but ended up walking out satisfied because of the great customer service they received? What happened?
- Do you know anyone personally was trying to get help from a Customer Service employee, but instead they were accused or blamed for the issue? If so, what happened and how did they react?
- Why is it important that employees try to fix the problem without blaming the customer?
- What could an employee do or say to the customer instead of putting blame on them?
- A goal of customer service employees is to meet or exceed the customer's expectations. What is one way to make sure you succeed in reaching that goal?
- Can you show me (or tell me) some examples of body language that would tell you the customer is not satisfied? What are some examples of body language that would show you have succeeded in satisfying the customer?
- Do you know of anyone personally who experienced such great service somewhere that they wrote a good review about the place, or they "praised" the company online? Do you believe there's power in good/bad reviews?
- No matter how well you do your job, not every customer will leave happy. What is one coping technique you have heard of, or have tried using, that could help you in dealing with the aftermath of difficult customer situations?

Please select all that apply:

- A. I have watched the Module 8 video, Essential Customer Service Skills, Part Two.
- B. I have completed the Module 8 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:

Watch one or more of the short videos about customer service at the links below. If something is helpful, write it down, take a screenshot of it, text it to yourself, or share the link with someone else! Let your Career Counselor know which ones you watched.

Title of Video:	Link to Video:
Brené Brown on Empathy	https://youtu.be/1Ewgu369Jw
7 Essential Customer Support Skills Every Rep Needs	https://youtu.be/IMCmH6Y8a5o
Greg Has to Wait - Meet the Parents	https://youtu.be/6_-kw-0PvJc
Good Burger - Nothing is Something	https://youtu.be/umIEp9WZl9E
Love Actually - The Necklace Scene	https://youtu.be/QmemOAnbQls
Change Customer Service Like THIS Woman	https://youtu.be/8T54rQrMleA
How to Handle Rude Customers Listen and Understand	https://youtu.be/jZlxxm2xpm4
The Working World for Young Adults: Customer Service	https://youtu.be/ZQxDpinaldk

