

# Customer Service Trust Assessment

## Customer Service Trust Assessment

The purpose of these questions is to give insight that you can use in developing trust with your customers. To receive the best results follow these guidelines:

1. Read each question and check **Always, Sometimes, Rarely, Never**. You're the only person who will see the answers unless you decide to share them, so be honest with yourself. Your answer reflects *what is right now*.
2. After answering *all* of the questions go back to the beginning.
3. Reread the question and your answer. *Considering your responsibilities*, determine if the area is a 'Strength'.
  - a. If it is strength, check the box labeled, **Strength**.
  - b. If not a strength, check the box **Not a Strength**.
4. Review the boxes that you answered **Rarely or Never** and **Not A Strength** as it relates to your responsibilities. Consider the actions necessary to strengthen your Trust Factor and list ideas to improve your results in **Ideas to be Developed**.

It may be helpful to have your team members anonymously answer a similar set of questions and return them to you. Then compare their responses to yours. The answers may startle you.

If you are not satisfied with your answers  
contact us at:

[Debra@HumanPerformanceSolutions.net](mailto:Debra@HumanPerformanceSolutions.net) or 503.201.9941  
for a complimentary consultation.



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<b>Customer Service Trust Assessment</b>	<b>Always</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Strength</b>	<b>Not a Strength</b>	<b>Ideas to Be Developed</b>
<b>It is important to me to establish trust with every Customer.</b>							
<b>I put the Customer's agenda ahead of mine.</b>							
<b>I take pride in my work.</b>							
<b>I prepare for potential questions that the Customer may ask.</b>							
<b>I am myself and show my authentic behavior with the Customer.</b>							
<b>If I make a mistake, I admit it quickly and early.</b>							
<b>I give the Customer my full attention. I make and keep eye contact.</b>							
<b>I am knowledgeable and honest about our products and services.</b>							
<b>I only promise what we can deliver.</b>							
<b>I do not put off dealing with an upset Customer.</b>							
<b>I do not try to confuse or mislead the Customer.</b>							
<b>I listen carefully to the Customer to find out what they need and how they feel.</b>							
<b>My business practices are ethical and meet the highest standards of my profession.</b>							

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