

## Governor's Office of Employee Relations

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# Customer Service Skills Self–Assessment

Good customer service in the public sector requires strong customer focus, specific personal characteristics, and the ability to meet customer service challenges.

You will be asked to rate yourself in each of these areas. Remember the questions apply to both external and internal customers and may exist in varying proportions depending on the job function, unit, and agency.

Consider each statement below and indicate the extent to which you feel it applies to you at this time using the scale given. Select your response by clicking on the circle, or radio button, in the appropriate column. When you have completed the self–assessment exercise, you will be asked to print this page and evaluate your responses.

**S** = Strong. This describes me all or most of the time.

**M** = Moderate. This describes me part or some of the time.

**I** = Improvement opportunity. This describes me very little or not at all.

**N/A** = Not applicable to me at this time.

## Customer Focus

	<b>S</b>	<b>M</b>	<b>I</b>	<b>N/A</b>
1. I have a strong commitment to provide our customers with excellent service.	S	M	I	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I believe that our customers are important to me, our department, our agency, and the State in general.	S	M	I	NA
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I feel that I know and understand what excellent customer service is.	S	M	I	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have a good understanding of what our customers expect and require.	S	M	I	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I believe that my job providing customer service is very important, and I understand why.	S	M	I	NA
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel that it is important for me to give my customers an understanding that:

6. I am the primary person who will be working with them to solve their problem or answer their questions.	S	M	I	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am a member of a team of representatives in my unit who work together on behalf of our customers.	S	M	I	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. We have a process in place in the event that I don't have an answer or ready solution, and I'll use it.	S	M	I	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- |   |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 9. I am responsible to see that my customers' issues or problems are addressed whether or not I am the one with the answer. | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. I want to deal with my customers' issues correctly the first time I deal with them.                                     | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Personal Characteristics

- |   | S                     | M                     | I                     | N/A                   |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. I have patience with my customers, even when their actions are difficult to handle.                            | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. I show respect for my customers and my coworkers.  | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. I have a positive attitude and outlook about my job, my customers, and my agency.                              | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. I sound and act confident in my abilities to do my job and in my interactions with my customers and coworkers. | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. I manage the stress of my job well, even when things get tough.  | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. I am efficient in all aspects of my job and handle my time very well.  | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. I apply high ethical standards as I fulfill my job roles and functions.  | S                     | M                     | I                     | N/A                   |
|   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Customer Service Challenges

- |  | S                     | M                     | I                     | N/A                   |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. I view every customer as a unique individual with a need to fulfill, problem to solve, or an issue to address.  | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. I effectively discover and try to understand my customer's point of view.   | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. I know how to recognize the signs of emotional communication (anger, fear, guilt, etc.).  | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. I know ways to diffuse a customer's emotional "charge" and move the interaction to a problem-solving process.   | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. I don't add to an emotional interaction by reacting emotionally to it myself.   | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. I know that some of my customers have difficulty with the issues or problems they present to me and I prepare myself to handle the stress associated with tough interactions.   | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. I focus on the results I can achieve by solving my customer's difficult problems and keep these goals firmly in front of me at all times.   | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. I do not use judgmental or blaming behavior when I interact with customers who are experiencing difficulties.   | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. I recognize and know what to do when I encounter customers who create difficult circumstances, such as "answer shoppers," dishonest interactions, abusive behavior, and defensive/attacking verbal and nonverbal communication.             | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. I recognize and know what to do when I encounter customers who have special needs including the elderly, the disabled, customers from different cultures, and people who speak English as a second language or don't speak English at all. | S                     | M                     | I                     | N/A                   |
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Use the "Print this assessment" link below to print a copy of your responses to this assessment. Count the total number of **S's**, **M's** and **I's**. If the number of **I's** is 6 or more, it may be time to talk to your supervisor, team, or training office about ways to enhance your customer service skills. It's likely to lead to greater job satisfaction for you.

[Print this assessment](#)

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**Employee Assistance Program**

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