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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.	<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.	<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.	<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.	<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.	<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.	<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.	<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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# It Service Management Service Support Self Assessment

**JR Anderson**



**It Service Management Service Support Self Assessment:**

The book delves into It Service Management Service Support Self Assessment. It Service Management Service Support Self Assessment is an essential topic that needs to be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into It Service Management Service Support Self Assessment, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
    - Chapter 1: Introduction to It Service Management Service Support Self Assessment
    - Chapter 2: Essential Elements of It Service Management Service Support Self Assessment
    - Chapter 3: It Service Management Service Support Self Assessment in Everyday Life
    - Chapter 4: It Service Management Service Support Self Assessment in Specific Contexts
    - Chapter 5: Conclusion
  2. In chapter 1, this book will provide an overview of It Service Management Service Support Self Assessment. The first chapter will explore what It Service Management Service Support Self Assessment is, why It Service Management Service Support Self Assessment is vital, and how to effectively learn about It Service Management Service Support Self Assessment.
  3. In chapter 2, this book will delve into the foundational concepts of It Service Management Service Support Self Assessment. The second chapter will elucidate the essential principles that need to be understood to grasp It Service Management Service Support Self Assessment in its entirety.
  4. In chapter 3, the author will examine the practical applications of It Service Management Service Support Self Assessment in daily life. The third chapter will showcase real-world examples of how It Service Management Service Support Self Assessment can be effectively utilized in everyday scenarios.
  5. In chapter 4, this book will scrutinize the relevance of It Service Management Service Support Self Assessment in specific contexts. This chapter will explore how It Service Management Service Support Self Assessment is applied in specialized fields, such as education, business, and technology.
  6. In chapter 5, the author will draw a conclusion about It Service Management Service Support Self Assessment. The final chapter will summarize the key points that have been discussed throughout the book.
- This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of It Service Management Service Support Self Assessment.

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