

# Customer Service Professional



**Instructor: Sherique Dill**  
**Course Workbook**

# The Standard of Quality Customer Service For Office Professionals

Instructions: As you go through the modules of this class, brainstorm, and determine your answers for these questions. The objective of this workbook is to help you develop and grow in your customer service path.

What customer service goals would you like to

accomplish? \_\_\_\_\_

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From the information in the course, what customer service skills do you lack and how do you intend on improving them. What skills are most challenging for you?

Skills I lack:

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- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Skills that are most challenging:

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- \_\_\_\_\_
- \_\_\_\_\_

Do you have a good relationship with your current customers?

What are some things you could do to improve your relationship with them?

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Do you know your customers? If a regular customer walks into your organization, do you know their name, what service they want, or what product they would be interested in? Do you know what they like and what they don't like? If you don't know your regular customers, what are some steps you can take today to fix this

issue? \_\_\_\_\_

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When a customer approaches you, what is the first thing that you do? Do you say good morning, good afternoon, or good evening? Do you say something pleasant that uplifts their mood? What is your customer service strategy?

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Think about your area or workspace, is it welcoming and warming? Are you so good at what you do that your customers

always want to be served by you? If not, how can you improve this? \_\_\_\_\_

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What are your problem solving skills?

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Do you believe that the customer is the king/Queen of the business?

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When you're faced with an irritated customer, what do you do to stay calm? Or do you act over emotional, and say what you feel to

the customer? We know that the customer is not always right in a sense, many times they are wrong, but is it appropriate to prove to the customer that they are wrong? Or, do you try your best to solve the issue without making them feel 'wrong'.

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When you have a customer in front of you, your phone rings, and it's another customer, how do you handle this situation?

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Do you ask for feedback from your customers? When you receive feedback what are your action steps?

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Are you confident that your customers are satisfied with your performance as a Rep? What makes you confident?

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Do you have a uniform at work? If you do, good, if you don't, what is your dress attire? Is it professional and appropriate? What do you think you need to adjust? Always remember that your appearance is the customer's first impression of you.

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**Declaration: I am an excellent customer service representative. I give exceptional service. I am always calm, no matter what. I love to serve and I have great communication skills.**

**Notes:**

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