

'Customer Service'

Organisation Self Assessment

We can all think of organisations and companies renowned for providing great customer service, and they all achieve this by doing the same things, they invest in training and they foster an internal culture that promotes great customer service as a point of pride among their staff.

We want to be able to ensure great customer service for all people accessing our services because the result is that they will be more likely to engage in care and support, and importantly they will be more likely to recommend our services to family and friends.

Answer the questions below to identify any potential areas for improvement within your organisation (this activity is best done with a small team of people).

Please note: This check list is intended to be generic in nature, use your professional discretion when answering questions, for example it might not be appropriate for some services to be recognisable from the street:

Assessment Conducted By: On this date:

Key: NA=Not Applicable, ME=Meets Linker Expectations, CBI=Could Be Improved

MANAGEMENT

- Do you establish expectations for high quality customer service skills in your recruitment processes? NA MLE CBI
- Are customer service skills listed in staff job descriptions? NA MLE CBI
- Is customer service a quality valued and reflected in strategic planning processes? NA MLE CBI
- Does your organisation have clear policies and procedures in place to uphold good customer service?..... NA MLE CBI
- Do managers and team leaders model the organisation's commitment to customer service?..... NA MLE CBI
- Does the organisation have staff wellbeing policies and practices in place? NA MLE CBI

STAFF

- Do staff receive induction and training on how to provide high quality customer service?..... NA MLE CBI
- Do managers regularly supervise and provide feedback to staff on performance relating to customer service?..... NA ME CBI
- Is there close supervision of staff who are regularly the first point of contact for new clients?..... NA ME CBI
- Do staff have access to the information and tools they need to provide clients with a positive experience? NA ME CBI

PERFORMANCE

- Does the organisation regularly review the 'how well' services are provided in order to make improvements? NA ME CBI
- Do clients have access to easy and meaningful feedback mechanisms? NA ME CBI
- Does the organisation specifically monitor and evaluate its customer service performance? NA ME CBI

OUTCOMES

List each the items identified as 'Could Be Improved' and what reasonable steps your organisation can take improve:

Item Required Improvement

Actions to be Taken

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