

Creating a Customer Focused Culture Self Test

If you answer NO to 1 or more of these questions, then The Training AdvantEdge has a workshop for you.		YES	NO
1.	Do you know what your clients are expecting from your company?		
2.	Do you have Standards of Service designed to ensure everyone gets a high standard of service?		
3.	Do you have service systems in place to enable employees to fulfill customer expectations and create customer satisfaction?		
4.	Do you ask for employee input to ensure the best service systems possible for your company?		
5.	Do you regularly conduct customer service audits to ensure your company is providing a high level of customer service?		