

## Customer Service Online Certificate Self-Assessment

*Take this optional self-assessment before you begin the Customer Service Online Learning Certificate Program, and again after you complete the program.*

Question	Not at all	Developing	Proficient
I have a courteous and friendly rapport with everyone I encounter.			
I consistently answer the phone with a smile and a friendly greeting.			
I am an empathetic and active listener.			
I deal with challenging customers in a professional and tactful manner.			
I provide correct and timely advice to customers.			
I clearly outline the steps needed to resolve problems.			
I consistently look at things from the customer's perspective.			

### Key

- **Not at all:** I do not implement this best practice.
- **Developing:** I use some of the aspects of this best practice or I have attempted to do so and/or am taking steps to incorporate it into my daily routine.
- **Proficient:** I am strong in this best practice and have incorporated it into my daily work and personal life.