## Individual Development Plan - Customer Service

## Long Term Goals

Customer service manager

## Short Term Goals

Improve customer service skills.

Goal	Objective	Resources Required	Measurement	Target date
Improve customer service skills.	Work with customer service managers to get continuous performance feedback and improve.	Coaching and performance feedback from customer service managers.	Feedback from shift managers	Q2
	Retake the service culture training provided to new employees.	Training	Successful completion of training.	Q2
	Attend personal resilience training to learn how to deal with stresses and problems while remaining calm and professional.	Training	Successful completion of training.	Q2
	Work with a senior customer service representative as a mentor to learn from them and improve customer service skills.	Mentor	Feedback from mentor	Q2

# Personal Development Plan Examples Professional Customer Service

Rajapakshe, Wasantha

#### **Personal Development Plan Examples Professional Customer Service:**

The Medical Services Professional Career Guidebook Donna K. Goestenkors, Georgia Day, 2011-09-13 In addition to processing new applications requesting clinical privileges preparing ER call schedules negotiating contracts verifying credentials and conducting meetings and audits Medical Services Professionals MSPs must find time to keep up with evolving regulations and credentialing requirements Presented in an easy to read format The Medical Services Professional Career Guidebook Charting a Development Plan for Success details a series of building blocks to help MSPs fulfill job requirements and successfully navigate career progression. The authors capture and address the questions most frequently asked by MSPs They illustrate valuable lessons with actual stories and supply readers with systematic assessment tools planning techniques and strategies for achieving world class performance Complete with sample job descriptions a sample performance profile a glossary the Medical Services Professional Creed and a wealth of reference material the text will help MSPs answer key questions including How do I assess my skills What are my career options Are my communication skills what they need to be How do my boss and I come to agreement on my progress How do I define document and measure my competencies The book addresses twelve specific points of consideration Each point is a working exercise to help readers perform honest self appraisals of where they are in their careers The Medical Services Professional Career Guidebook details a solid course of action to help you confront the fear of the unknown and meet the future with the confidence required for success It provides the tools and understanding you will need to ensure patient safety achieve personal and professional goals and take your career to levels you have never imagined STEP-BY-STEP RESUMES For All Human Resources Entry-Level to Executive Positions Evelyn U Salvador, NCRW, JCTC, 2020-05-15 Book Delisted **Blackwell's Five-Minute Veterinary Practice** Management Consult Lowell Ackerman, 2013-08-13 Blackwell's Five Minute Veterinary Practice Management Consult Second Edition has been extensively updated and expanded with 55 new topics covering subjects such as online technologies hospice care mobile practices compassion fatigue practice profitability and more Carefully formatted using the popular Five Minute Veterinary Consult style the book offers fast access to authoritative information on all aspects of practice management This Second Edition is an essential tool for running a practice increasing revenue and managing staff in today s veterinary practice Addressing topics ranging from client communication and management to legal issues financial management and human resources the book is an invaluable resource for business management advice applicable to veterinary practice Sample forms and further resources are now available on a companion website Veterinarians and practice managers alike will find this book a comprehensive yet user friendly guide for success in today s challenging Understanding the Global Spa Industry Gerry Bodeker, Marc Cohen, 2010-08-20 The spa business environment industry is currently the fastest growing segment of the hospitality and leisure industry with revenues exceeding those from amusement parks box office receipts vacation ownership gross sales and ski resort ticket sales Understanding the Global Spa

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