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

Brendan G. Carr

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