



Customer Experience Performance Evaluation (Professional Services Firm Edition)

The following evaluation form is designed as a simple method to quickly ascertain just how customer focused your business / organisation really is.

Place a tick in each box where your answer is yes. Total your score and see how your organisation rates.

1. Do we have a publicly stated Service Charter for our business, outlining key performance indicators in all areas of customer service, including opening hours, customer confidentiality, customer communication, response times, complaints procedures and redress? ☐
2. Are our business trading hours based on what we know best suit our customers needs and wants? ☐
3. Do we have sufficient car-park spaces for our customers and are the ones nearest our front door reserved for customers and not senior management or staff? ☐
4. If we don't have onsite car parking for clients, are we able to provide clear instructions as to where the closest and most convenient public car park is located? ☐
5. Do we have a daily procedure for ensuring that all external areas of our premises, including footpaths and car-parks (where applicable), are kept clean, tidy and free of rubbish at all times? ☐
6. Do we have a 'welcome' sign or doormat at the entrance of our premises? ☐
7. Is there a welcoming 'feel' about the entrance to our business premises? ☐

Performance Evaluation For Customer Service

Ian Pickup



Performance Evaluation For Customer Service:

Unveiling the Magic of Words: A Report on "**Performance Evaluation For Customer Service**"

In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their power to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Performance Evaluation For Customer Service**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve into the book's central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

<https://crm.avenza.com/data/detail/default.aspx/Service%20Manual%20Ok%20Microline%2028.pdf>

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