



Customer Service Alignment Assessment

Overview

An organization's ability to achieve its customer service vision is linked to five factors:

- ✓ Customer Service Objectives
- ✓ Employee Selection
- ✓ Training
- ✓ Job Design
- ✓ Performance Management

When aligned, these factors can allow your organization to consistently deliver outstanding customer service.

Customer Service Vision

<p><i>What does outstanding customer service look like in your organization?</i></p>
--

Customer Service Alignment Check

Please read the five statements below and rate your organization on a scale of 1 (lowest) to 5 (highest) and check your customer service alignment.

	Rating (1 – 5)
1. Our organization has clearly defined goals that represent progress towards our Customer Service Vision.	
2. We consistently hire employees who are passionate about our Customer Service Vision.	
3. Employees are given sufficient training to teach them how to deliver service that matches our Customer Service Vision.	
4. Employee roles, responsibilities, and expectations are clearly defined and linked with our Customer Service Vision.	
5. Employees are routinely given feedback on how well their performance matches our Customer Service Vision.	
Total Score	

KEY

Total Score	Result
20 - 25	Alignment. You are positioned to deliver outstanding service.
13 - 19	Partial alignment. Some areas for improvement.
< 12	Out of alignment. Significant opportunities for improvement.