



Customer/Client Service

EmployeeSurveyOnline

Rate the following statements and then select those issues for action planning purposes.

Consistently characteristic: the statement is consistently characteristic of how the organisation works.

Occasionally characteristic: the statement is occasionally characteristic of how the organisation works.

Not characteristic: the statement is not characteristic of how the organisation works.

CC OC NC

1. Managers fail to act on staff feedback about customer/client service.

2. Lack of regular feedback to staff on customer/client assessments of service.

3. Customer/client service standards not well documented for staff.

4. Cost reduction strategies damaging customer/client service performance.

5. Irregular training for staff on customer/client service.

6. Staff unclear about customer/client service responsibilities of different departments.

7. Computer systems that make customer/client service difficult.

8. Market strategies seen as lacking a clear direction.

9. Staff regard the organisation as being tied to the lead of competitors.

10. Management seen as only making the right noises about customer/client service.

11. Lack of quality resources make the delivery of strong customer/client service constantly difficult.

12. The organisation responding too slowly to customer/client complaints.

13. Staffing levels are too low to enable proper delivery of customer/client service.

