

Customer Service Self-Assessment

	Strongly Agree	Agree	Disagree	Strongly Disagree
I enjoy serving people.				
I feel that I understand what excellent customer service is.				
I show my feelings easily and like working with others who do too.				
I don't like working alone and avoid it as much as possible.				
I am interested in the ideas of people who don't think like I do.				
I consciously try to control my assumptions about people.				
I recognize that my way of doing things is not the only way.				
I get annoyed when children behave inappropriately in public places.				
I appreciate rules that are flexible and allow me to make decisions based on the situation.				
I dislike conflict so when I disagree with someone I usually keep it to myself.				
I work best when I can complete a task before being asked to do something else.				
I feel energized when I am busy and I am involved in multiple tasks much of the day.				
I get very uncomfortable when I cannot understand someone's speech.				
I prefer working alone.				
If I don't want to do something, I say 'no' and try to persuade the other person I'm right, if necessary.				
I am most comfortable when the rules are clear so I don't have to interpret them but can simply apply them.				
I am most comfortable when my working environment is quiet and orderly.				
I enjoy working with people who are culturally different from me.				
People who talk a lot interfere with my getting my work done.				
I am a fairly private person and generally keep things to myself.				
I am comfortable with frequent changes in my work environment.				
I thrive in an environment where there is a lot of activity and noise.				