Customer Service Skills

The skills below are all essential for good Customer Service.

Rate yourself from 1 -10 for each one to see how your skills add up.

* The ability to communicate positively
* An in-depth knowledge of the products or services you are selling
* Knowing what your customers expect
* Knowing your company and what they offer
* Treating people equally
* Knowing who your customers are
* Knowing your job – procedures and practices/ your limits / when to refer problems
* Working as part of a team
* Behaving professionally:
* Creating and maintaining a safe working environment
* Knowing where to find information
* Keeping information safe and confidential

Look at the scores you have which are below 5

How can you improve your skills and knowledge?

Write your ideas below.