



We can all think of organisations and companies renowned for providing great customer service, and they all achieve this by doing the same things, they invest in training, and they foster an internal culture that promotes great customer service as a point of pride among their staff.

We want to be able to ensure great customer service for all people accessing our services because the results that they will be more likely to engage in care and support, and importantly they will be more likely to recommend our services to family and friends.

Answer the questions below to identify any potential areas for improvement within your organisation (this activity is best done with a small team of people and repeated annually).

Please note: This check list is intended to be generic in nature, use your professional discretion when answering questions, for example it might not be appropriate for some services to be recognisable from the street:

Assessment Conducted By:

On this date:

Key: NA-Not Applicable, ME—Meets Customer Commitments Expectations,

CBI - Could Be Improved

MANAGEMENT

Do you establish expectations for high quality customer service skills in your recruitment processes? NA ME CBI

Are customer service skills listed in staff job descriptions?

NA ME CBI

Is customer service a quality valued and reflected in strategic planning processes?

NA ME CBI

Does your organisation have clear policies and procedures in place to ensure good customer service? NA ME CBI

Do managers and team leaders model the organisation's commitment to customer service? NA ME CBI

Does the organisation have staff wellbeing policies and practices in place?

NA ME CBI

STAFF

Do staff receive induction and training on how to provide high quality customer service? NA ME CBI

Do managers regularly supervise and provide feedback to staff on performance relating to customer service? NA ME CBI

Is there close supervision of staff who are regularly the first point of contact for new clients? NA ME CBI

Do staff have access to the information and tools they need to provide clients with a positive experience? NA ME CBI

PERFORMANCE

Does the organisation regularly review 'how well' services are provided to make improvements? NA ME CBI

Do clients have access to easy and meaningful feedback mechanisms? NA ME CBI

Does the organisation specifically monitor and evaluate its customer service performance? NA ME CBI

OUTCOMES

List each the items identified as 'Could Be Improved' and what reasonable steps your organisation can take improve:

Item Required Improvement

Actions to be taken.