



## Customer Service Attitude Survey

To check your customer service attitude, complete this survey. Answer each statement honestly.

**(Circle One)**

1. **T or F** Customers expect too much from me.
2. **T or F** Customers should try to understand some of our problems.
3. **T or F** It is not reasonable for a customer to expect a fast response on every call.
4. **T or F** Customers are too dependent.
5. **T or F** Customers should not mind being placed on hold for a minute or two.
6. **T or F** If customers knew how many calls I handled every day, they would appreciate me more.
7. **T or F** Customers should show greater patience.
8. **T or F** Customers should understand why we can't help them when they first call.
9. **T or F** Customers are too quick to escalate problems to management.
10. **T or F** Most customers should try to resolve their own problems before they call us.

*Score 1 point for each false answer and 2 points for each true answer.*

**YOUR SCORE:** \_\_\_\_\_

*Source: Telephone Courtesy & Customer Service: It's Everyone's Responsibility*