Customer Service Knowledge Questionnaire

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Report Type: Customer Service Rep

Achiever Assessments

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Michael Sample
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6/10/2026

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Customer Service Knowledge

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Attitude/Customer Service Personality

- Ensure Positive Experience
- Loyal Customer Base
- Recurring Business

Michael, you have an excellent understanding of the role having a positive attitude and good self- confidence plays in customer service and continually work to develop and maintain both. You understand the importance of being able to bounce back quickly from criticism and other obstacles you may face in customer service, and are able to deal with difficult situations and customers, as needed. You have certain ethical standards you keep and have clearly defined, for yourself, what being successful means. You understand what customer service is, and have a good understanding of your own strengths and weaknesses.

7

Time Management

- Make Customer Feel Valued
- Delivering a Better Customer Experience

You have a healthy understanding of the importance of planning. You utilize planning tools to keep yourself organized, and generally have your priorities in line. Good time management is important to you, but you leave enough leeway to deal with interruptions or changes, when necessary. You spend a good amount of time planning, but not to the extreme.

8

Knowledge of Product/Service

- Present Benefits Accurately
- Improve Customer Interaction and Satisfaction

You have a strong understanding of the importance knowledge of your product or service plays in customer service. This helps you understand why people complain, how to handle difficult problems and complaints, and the best way to deliver quality customer service to your customers.

7

Developing and Maintaining Rapport

- Positive Relationship
- Memorable Encounters
- Customer Connections

Michael, you have a superior understanding of the steps it takes to build rapport with a customer. You have developed solid methods of building rapport with a customer and know how to recognize when rapport has been established. You have an understanding of the importance of building a relationship with the customer in order to handle customer orders, problems and questions.

9

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Identifying Problems, Needs and Desires

- Seek Customer Feedback
- Listen to Your Customers
- Ask the Right Questions

You have a good understanding of the steps you can take to identify and resolve a customer's problems, needs or desires. You understand the importance of asking questions and have formulated in your mind ways to upsell the customer in order to increase the order.

7

Meeting the Customer's Need & Increasing the Order

- Accuracy and Reliability
- Understand Expectations
- Build Loyalty and Trust

You have an advanced understanding of how to meet the customer's need and increase the order. You understand the psychology of why customers may not buy more than they initially intend to buy, and realize what constitutes suggestive selling and how to increase customers' orders.

7

Order Entry, Fullfillment & Follow Through

- Ensure Satisfaction
- Examine Order Process
- Draw/Satisfy Customers

You have a superior understanding of the procedures to follow and timeframe to adhere to when entering orders or documenting customer concerns. You clearly understand the procedures to follow when handling customer service issues and are prepared to follow through to ensure fulfillment of the order or resolution of the problem which will increase customer satisfaction.

9

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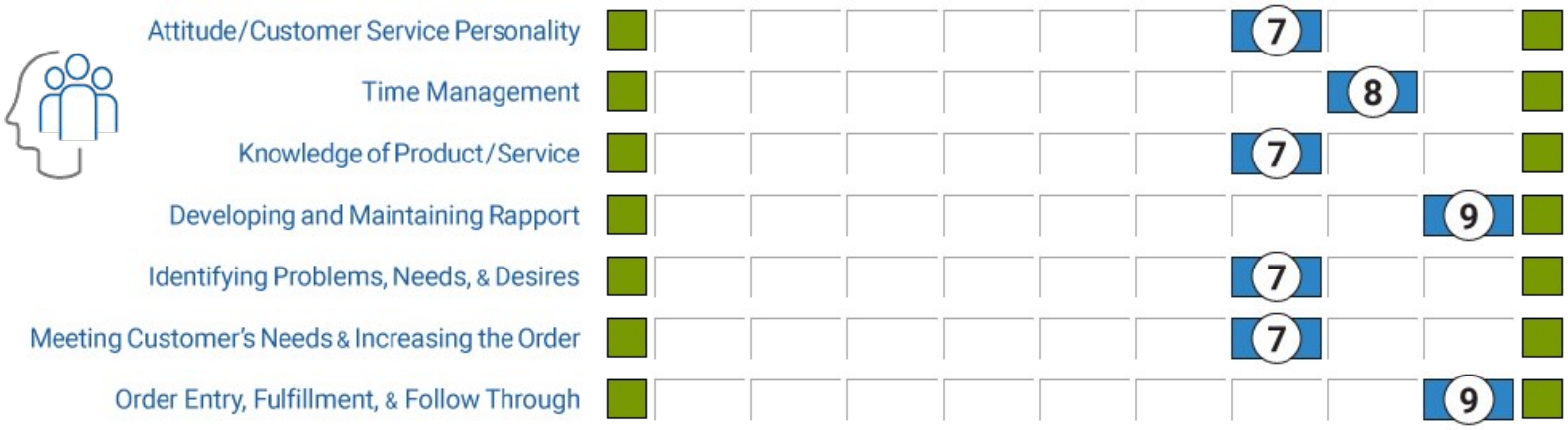
Knowledge Scoresheet



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