

**Customer Service**

**ACME Corporation**

—  
John Doe

Tuesday, December 28, 1999

Discovery 360° Feedback™

# BEHAVIORAL FEEDBACK

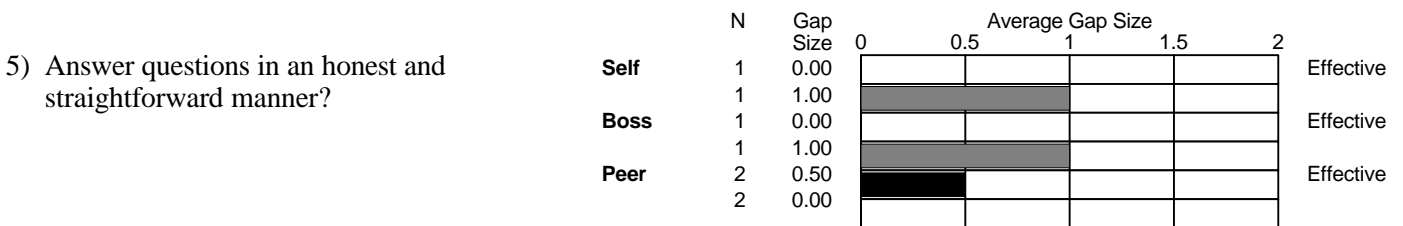
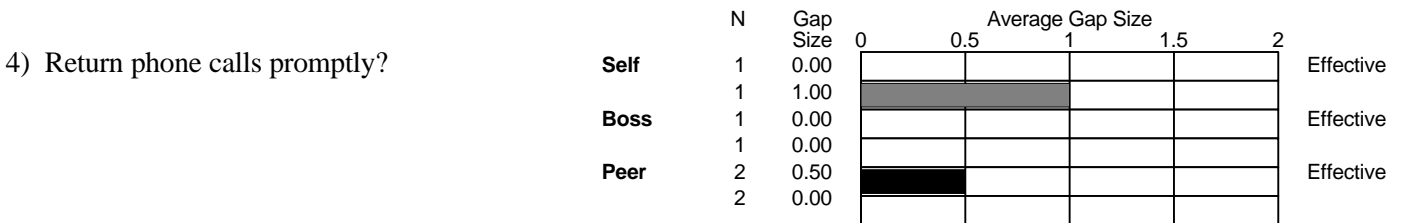
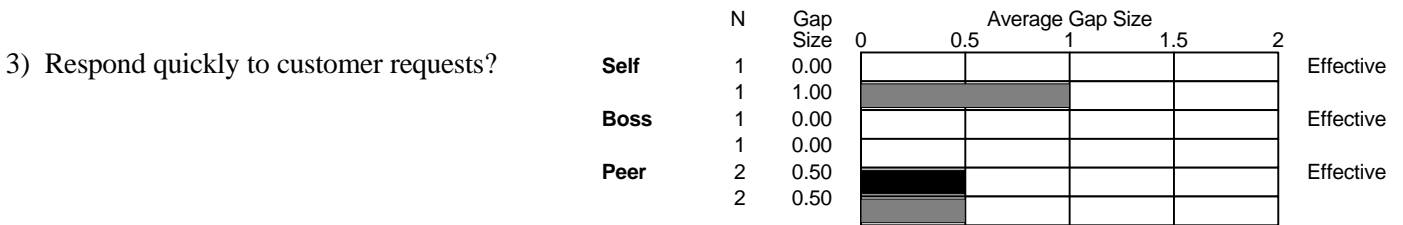
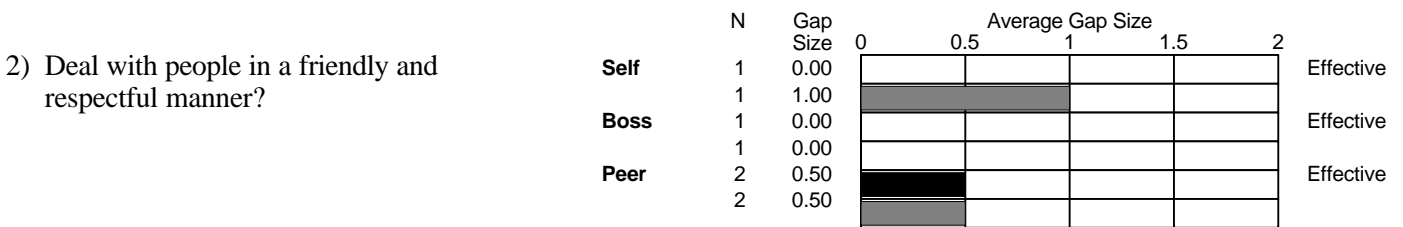
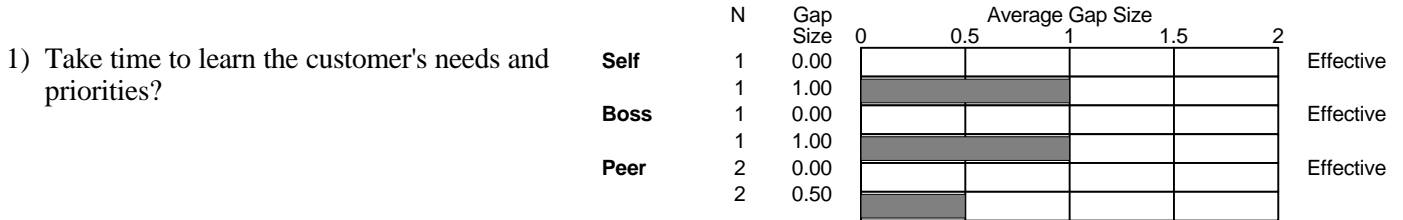
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Customer Service

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## COMPARATIVE REPORT

Current Data: 12/28/1999  
 Previous Data: 12/1/1999



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Item	N	Gap Size	Average Gap Size				Effectiveness	
			0	0.5	1	1.5		2
6) Make personal sacrifices to satisfy the customer's needs?	Self	1	0.00					Effective
		1	1.00					
	Boss	1	0.00					Effective
		1	1.00					
	Peer	2	0.00					Effective
		2	0.50					
7) Take independent action to meet the customer's needs?	Self	1	0.00					Effective
		1	1.00					
	Boss	1	0.00					Effective
		1	1.00					
	Peer	2	0.00					Effective
		2	1.00					
8) Suggest ways the customer can save time or money?	Self	1	0.00					Effective
		1	1.00					
	Boss	1	0.00					Effective
		1	1.00					
	Peer	2	0.00					Effective
		2	1.00					
9) Ask customers how service can be improved?	Self	1	0.00					Effective
		1	1.00					
	Boss	1	0.00					Effective
		1	1.00					
	Peer	2	0.00					Effective
		2	1.50					
10) Ask customers, "What can we do differently" when breakdowns occur?	Self	1	0.00					Effective
		1	1.00					
	Boss	1	1.00					Examine
		1	1.00					
	Peer	2	0.50					Effective
		2	0.50					

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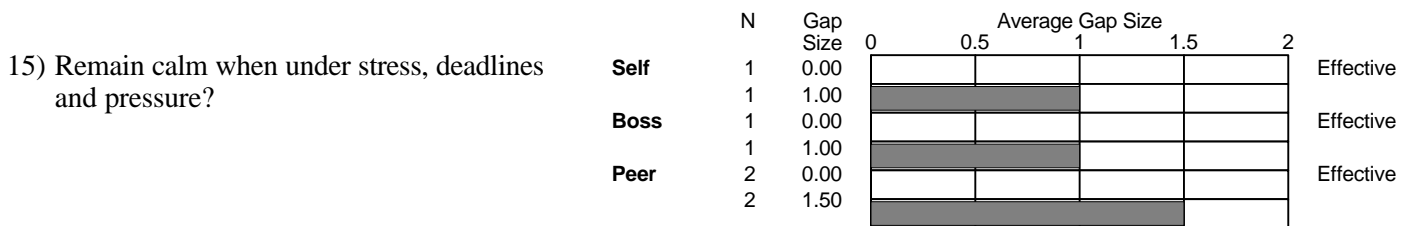
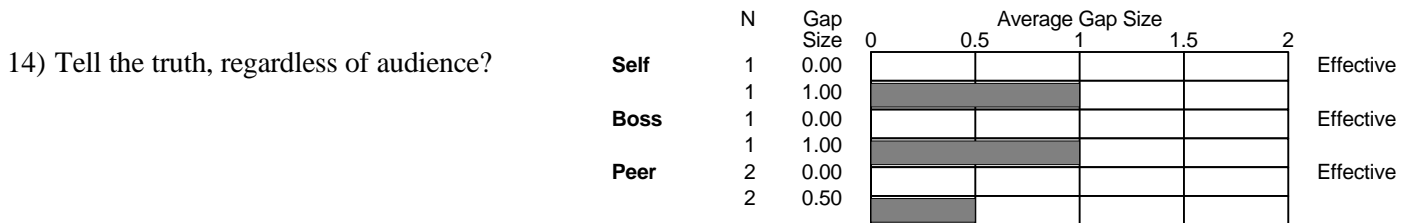
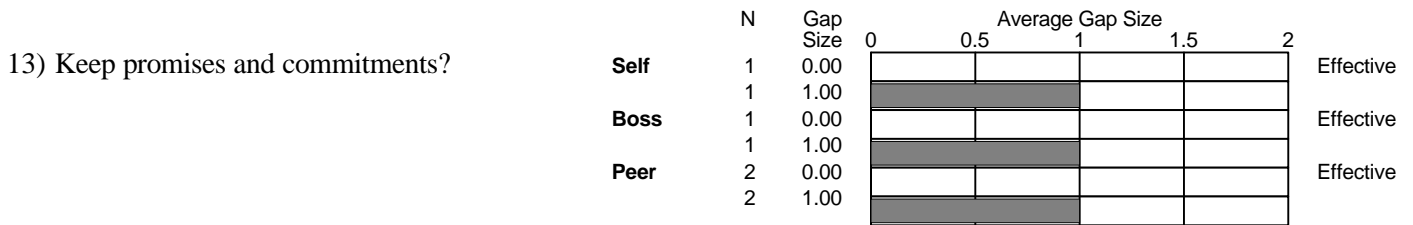
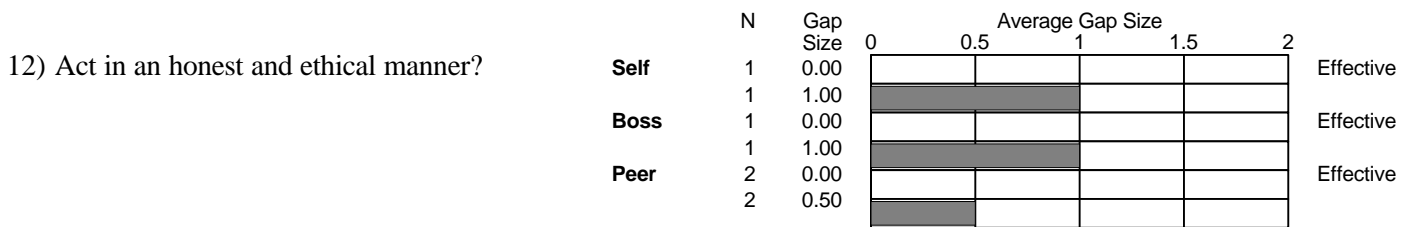
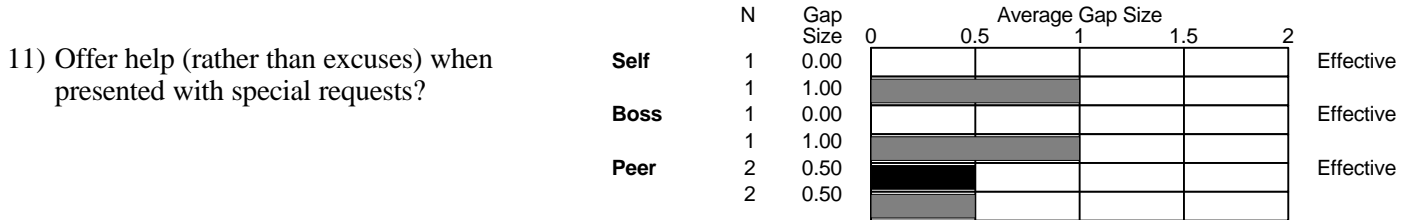
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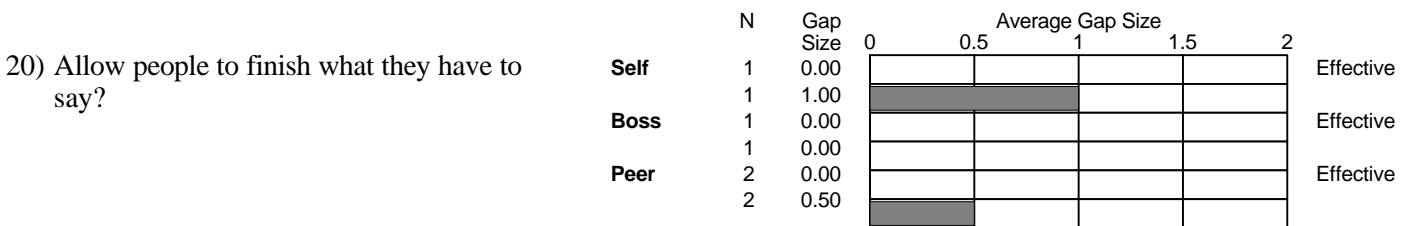
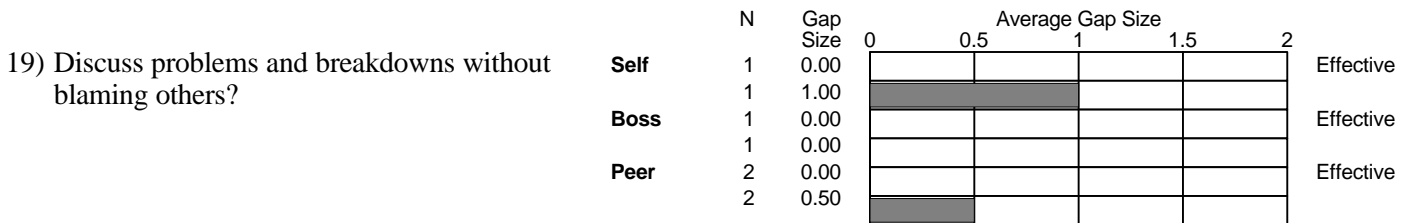
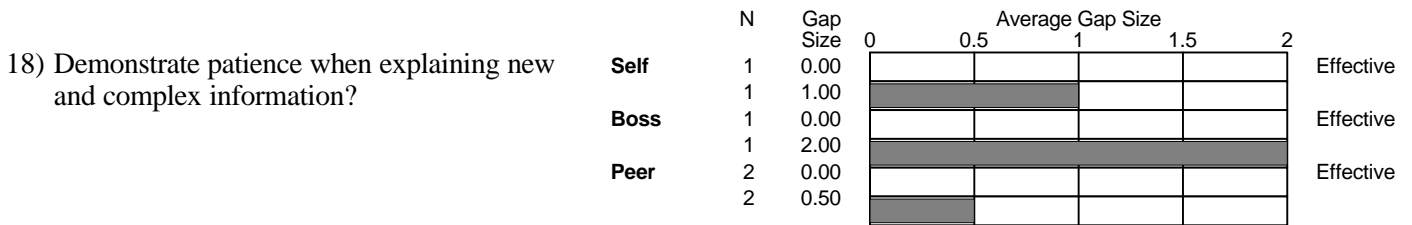
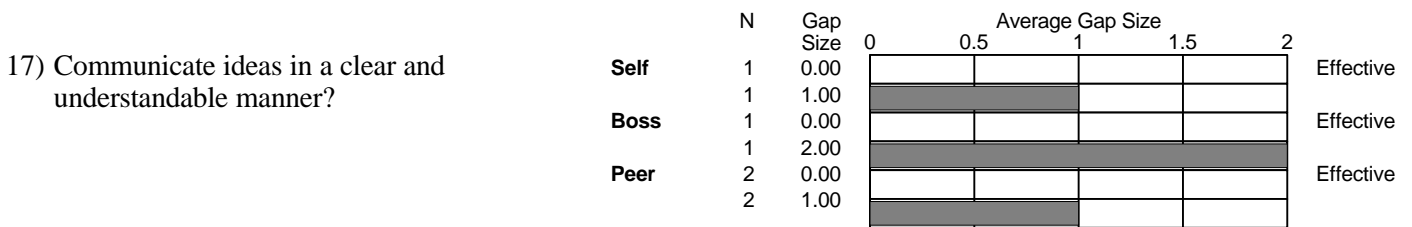
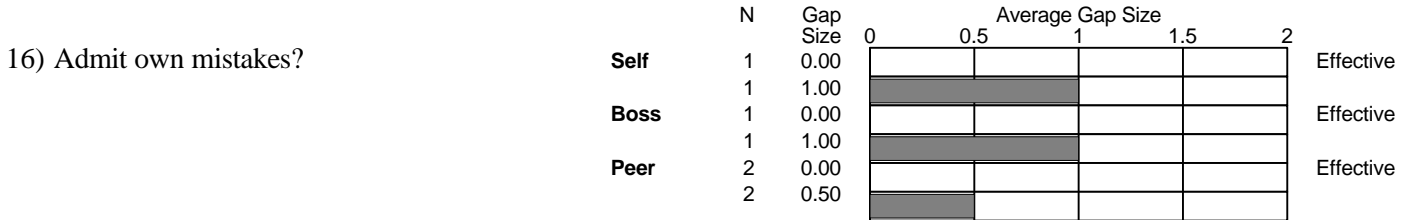
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	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5		2
21) Summarize/paraphrase what others say to demonstrate understanding?	Self	1	0.00					Effective
		1	1.00					
	Boss	1	0.00					Effective
		1	2.00					
	Peer	2	0.00					Effective
		2	0.00					