

Customer Service

ACME Corporation

—
Organizational Report

Tuesday, December 28, 1999

Discovery 360° Feedback™

SKILL AREA FEEDBACK

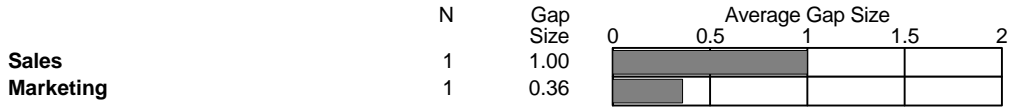
December 28, 1999

Customer Service

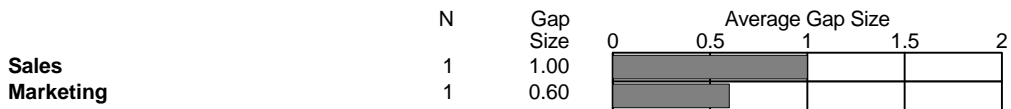
Organization

ORGANIZATIONAL REPORT RESPONSES FROM SELF

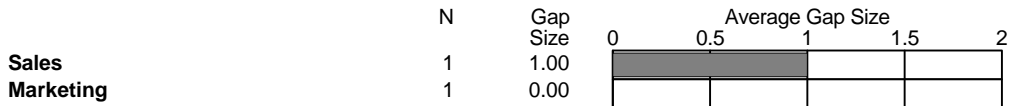
Customer Service



Integrity/Initiative



Communication



SKILL AREA FEEDBACK

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Customer Service

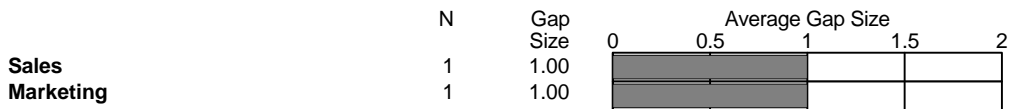
Organization

ORGANIZATIONAL REPORT RESPONSES FROM BOSS

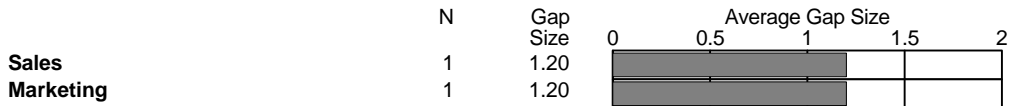
Customer Service



Integrity/Initiative



Communication



**ORGANIZATIONAL REPORT
RESPONSES FROM SELF**

1) Take time to learn the customer's needs and priorities?

	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5	2	
Sales	1	1.00						
Marketing	1	0.00						

2) Deal with people in a friendly and respectful manner?

	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5	2	
Sales	1	1.00						
Marketing	1	0.00						

3) Respond quickly to customer requests?

	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5	2	
Sales	1	1.00						
Marketing	1	0.00						

4) Return phone calls promptly?

	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5	2	
Sales	1	1.00						
Marketing	1	1.00						

5) Answer questions in an honest and straightforward manner?

	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5	2	
Sales	1	1.00						
Marketing	1	0.00						

6) Make personal sacrifices to satisfy the customer's needs?

	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5	2	
Sales	1	1.00						
Marketing	1	0.00						

**ORGANIZATIONAL REPORT
RESPONSES FROM SELF**

7) Take independent action to meet the customer's needs?

		N	Gap Size	Average Gap Size					
				0	0.5	1	1.5	2	
Sales		1	1.00						
Marketing		1	0.00						

8) Suggest ways the customer can save time or money?

		N	Gap Size	Average Gap Size					
				0	0.5	1	1.5	2	
Sales		1	1.00						
Marketing		1	0.00						

9) Ask customers how service can be improved?

		N	Gap Size	Average Gap Size					
				0	0.5	1	1.5	2	
Sales		1	1.00						
Marketing		1	0.00						

10) Ask customers, "What can we do differently" when breakdowns occur?

		N	Gap Size	Average Gap Size					
				0	0.5	1	1.5	2	
Sales		1	1.00						
Marketing		1	1.00						

11) Offer help (rather than excuses) when presented with special requests?

		N	Gap Size	Average Gap Size					
				0	0.5	1	1.5	2	
Sales		1	1.00						
Marketing		1	2.00						

12) Act in an honest and ethical manner?

		N	Gap Size	Average Gap Size					
				0	0.5	1	1.5	2	
Sales		1	1.00						
Marketing		1	0.00						

**ORGANIZATIONAL REPORT
RESPONSES FROM SELF**

13) Keep promises and commitments?

		N	Gap Size	Average Gap Size				
				0	0.5	1	1.5	2
Sales		1	1.00					
Marketing		1	1.00					

14) Tell the truth, regardless of audience?

		N	Gap Size	Average Gap Size				
				0	0.5	1	1.5	2
Sales		1	1.00					
Marketing		1	1.00					

15) Remain calm when under stress, deadlines and pressure?

		N	Gap Size	Average Gap Size				
				0	0.5	1	1.5	2
Sales		1	1.00					
Marketing		1	1.00					

16) Admit own mistakes?

		N	Gap Size	Average Gap Size				
				0	0.5	1	1.5	2
Sales		1	1.00					
Marketing		1	0.00					

17) Communicate ideas in a clear and understandable manner?

		N	Gap Size	Average Gap Size				
				0	0.5	1	1.5	2
Sales		1	1.00					
Marketing		1	0.00					

18) Demonstrate patience when explaining new and complex information?

		N	Gap Size	Average Gap Size				
				0	0.5	1	1.5	2
Sales		1	1.00					
Marketing		1	0.00					

**ORGANIZATIONAL REPORT
RESPONSES FROM SELF**

19) Discuss problems and breakdowns without blaming others?

	N	Gap Size	Average Gap Size					
			0	0.5	1	1.5	2	
Sales	1	1.00						
Marketing	1	0.00						

20) Allow people to finish what they have to say?

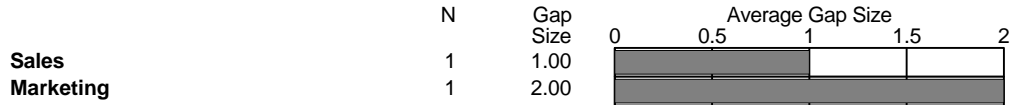
	N	Gap Size	Average Gap Size					
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Sales	1	1.00						
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21) Summarize/paraphrase what others say to demonstrate understanding?

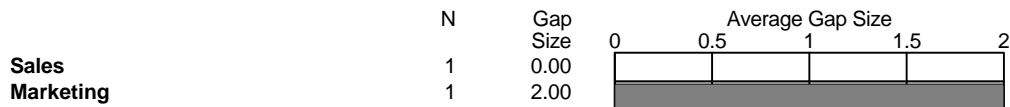
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**ORGANIZATIONAL REPORT
RESPONSES FROM BOSS**

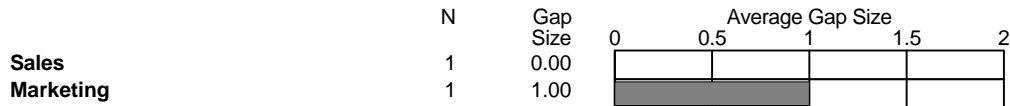
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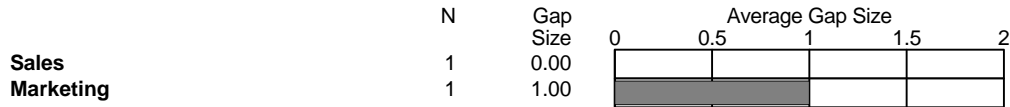
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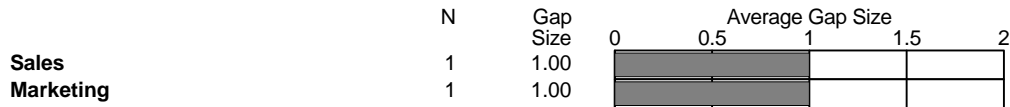
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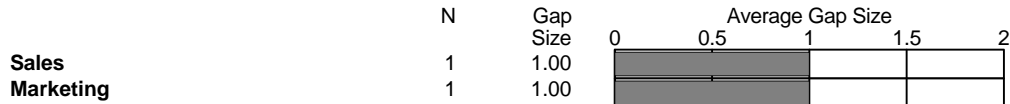
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**ORGANIZATIONAL REPORT
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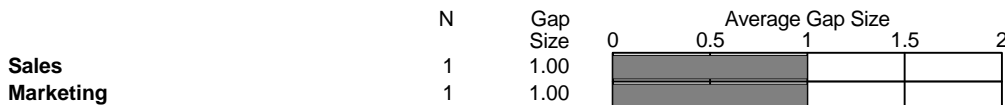
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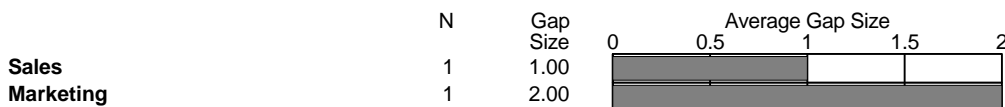
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**ORGANIZATIONAL REPORT
RESPONSES FROM BOSS**

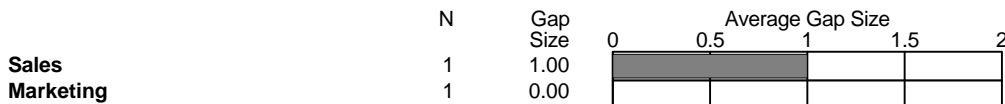
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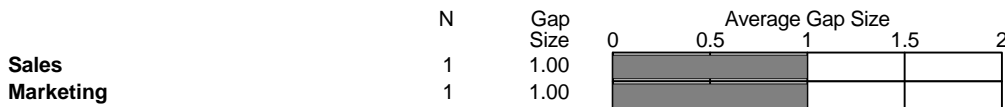
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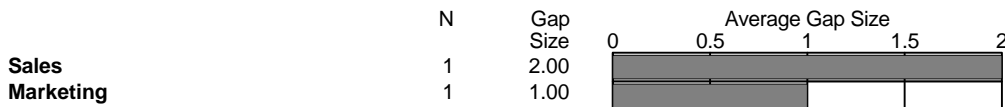
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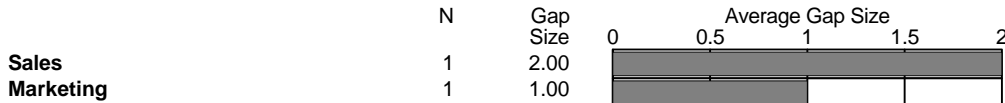
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