



1/1/0001

## CUSTOMER SERVICE AUDIT: Thomas Sample

Private & Confidential

### UNDERSTANDING CLIENT NEEDS

Thomas has well-developed all-round communication skills and will apply these effectively in gaining a thorough understanding of his clients' needs. He is a positive and friendly person who will be well able to put a client at ease with his patience and charm. He gets along easily and in a relaxed manner with a wide variety of clients but will need time to develop trusting relationships with his key accounts. He likes challenging assignments and is driven to achieve. Once he has developed a rapport with clients, he will show initiative and work positively in anticipating the client's needs in a sincere and supportive manner.

### HANDLING CRITICISM AND AGGRESSION

This accommodating and supportive person has the ability to defuse antagonistic situations in a calm and friendly manner but in the first instance will go to great lengths to avoid any form of confrontation. He can be very stubborn at times and even opinionated when dealing with an aggressive client. Being generally diplomatic and sensitive to others' feelings and values he will not intentionally offend them.

### RESPONSIVENESS

This dependable, industrious and well-organized person will respond diligently and supportively to client calls. He is willing to accept responsibility for an assignment and works at a carefully planned pace. He is reliable at "tying up all loose ends" and prefers to focus all of his talents and attention on one assignment at a time. Thomas needs to have time to create order and thoroughness, is not inherently detail-orientated but will discipline himself to be so if the end result depends on this. Thomas, in his quest to please all concerned, may find difficulty in prioritizing tasks and, as a result, may not meet all deadlines. He is unsettled by sudden changes to client briefs and may have difficulty in adjusting his pace to accommodate the changed specifications and revised client demands.

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## PRESENTATION AND COMMUNICATION SKILLS

This sincere, outgoing person is an excellent communicator who possesses patience, structure and poise. He is friendly, articulate and well-prepared for his presentations. He has the ability to organize the contents and style of his presentation into a logical, enthusiastic and focused format. The presentation will be well planned and will ensure that the subject matter is covered in great detail, and in line with client expectations..

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## CREATIVITY AND PROBLEM SOLVING

He is careful and cautious when evaluating problems and will seldom make a hasty decision and this may be perceived by some as procrastinating. He will gather all the available information and invite input from many others before reaching a conclusion. Thomas can sometimes be unconventional in his approach to problem resolution and will strive to arrive at practical solutions which least upset the status quo or other people.

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## GOAL ORIENTATION

Thomas is primarily motivated to establish order out of chaos so as to achieve a predetermined and measurable end result. In doing so he will make effective use of his above-average communication and interpersonal skills coupled with inherent drive and persistence.