

# Customer Care: Self Audit

	Very good	OK	Need to work on
Always keeping the promises that I make			
Taking ownership of enquiries or problems (i.e. sorting them out myself and then reporting back to the customer) even if they are not really part of my job			
Finding out and using their name			
Never bad-mouthing the organisation or my department to a customer			
Admitting my mistakes			
Seeing situations from the customer's point of view			
Thinking before I talk			
Controlling my emotions, especially when busy or under stress			
Awareness of my body language/posture / voice tone			
Listening rather than assuming I know what they are asking/saying			
Taking notes			
Being able to say No in the right way			
Making an effort with people I don't like			
Showing interest in the customer's problems or situation when it is not directly relevant to the job in hand			