

Customer Care Skills

Please check the 8 most important **competencies** for your organization.
Then, rank these 8 **competencies** in order of priority.

Check if Required	Customer Care Competencies	Skill
	1 Remains polite and professional when interacting with customers who make unreasonable demands.	Customer Relations
	2 Faced with a hostile customer, maintains positive demeanor and earnestly attempts to help the customer.	
	3 Increases customer loyalty by immediately addressing concerns and following up.	
	4 Handles competing customer needs in a calm and helpful manner, follows through on commitments.	
	5 Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere	Decision Making
	6 Recognizes priorities, then implements solutions based on an understanding of business need.	
	7 Decides when to vary from routine operating policies/guidelines and when to adhere to them.	
	8 Recognizes when more information is needed for making a decision.	
	9 Recognizes the limits of own authority, correctly decides when to use those limits in order to keep the customer satisfied.	
	10 Evaluates alternatives strategies for customer satisfaction, then chooses one that minimizes harm and makes the customer feel supported.	Commitment to Quality
	11 Proactively assists peers for the purpose of increasing overall quality of company operations.	
	12 Voice and body language communicate to the customer that satisfying the customer's need is of highest importance.	
	13 Balances own work schedule against customer needs; willingly makes adjustments.	
	14 Determines customer need and improves customer relations by "listening" to customer comments and requests.	

*Note: "Customer" refers **not only** to individuals external to the organization but also includes internal employees and persons in other units/areas.*