

# Customer Service Self-Analysis

Check off all those items that you want from an organization or company that you are dealing with:

- To feel important
- To feel appreciated and valued
- To be dealing with a verbally unpleasant employee
- To be acknowledged upon arrival
- To be greeted in a friendly and professional manner upon arrival
- To be able to ask questions and feel comfortable doing so
- To have your questions answered to your understanding and satisfaction
- To have your phone calls returned promptly
- To have your concerns addressed quickly
- To have your problems resolved quickly
- To deal with someone who is authorized to make decisions
- Having your expectations met or exceeded
- Being told, "No"
- Being told, "I do not know"
- Being served by an employee with a bad attitude
- Receiving slow service
- Receiving inattentive service
- Dealing with apathetic employee
- Dealing with unappreciative employee
- Waiting while employee is talking on the phone or with a coworker or friend
- Being ignored by employee
- Dealing with an abrupt and difficult employee
- Dealing with an inflexible employee
- Dealing with inflexible policies
- Dealing with an employee with a desire to please
- Dealing with an uninformed employee
- Feeling rushed
- Left waiting or placed on hold for an extended period
- Dealing with distracted employee
- To be taken seriously
- To be treated with dignity and respect
- To be kept informed
- To be provided false or wrong information
- To be dealt with fairly
- To have access to a formal complaint process
- Feeling drained after the encounter with employee or company
- Being told, "That is not our fault"
- Being overcharged for products or services provided
- Being misled about services, skills or expertise
- Feeling like the company stands behind their products and services
- Feeling like the company wants your business
- Feeling good about the total experience
- Receiving efficient directions to their place of business
- Dealing with an employee that knowingly compromises your safety

**Now you know what your patients want, their family members want,  
what visitors want, what everyone wants. So make it so.**

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