

Name: _____

Date: _____

Great Expectations in Customer Service

For each statement, or expectation, think about actions you currently take in order to model the behaviors as we discuss them during the webinar. Then think about how you can either improve upon what you're already doing or add new actions to meet each expectation.

How do I...

New ways to...

Make Everyone Feel Welcome	
1	1
2	2
3	3
Anticipate Customer Needs	
1	1
2	2
3	3
Radiate Confidence	
1	1
2	2
3	3
Inspire Curiosity	
1	1
2	2
3	3
Creatively Solve Problems	
1	1
2	2
3	3
Own the Moment	
1	1
2	2
3	3
Personalize the Experience	
1	1
2	2
3	3
Act with Integrity	
1	1
2	2
3	3