

Competency Self- Assessment: Customer Focus

Instructions: Please rate yourself on how you demonstrate the expected behavior for each of the statements. With your supervisor, compare, discuss, and determine your strengths and your opportunities for improvement. It is recommended that the supervisor and staff provide examples to support ratings.

Rating Scale	Definitions
N/A	Not applicable; I have not had the opportunity to demonstrate this behavior
1	I rarely demonstrate this behavior; I need improvement in this area
2	I usually demonstrate this behavior; I meet expectations in this area
3	I consistently demonstrate this behavior; I exceed expectations in this area

Behaviors	Rating
<i>Do I...</i>	<i>How Frequently Do I Do This...</i>
A. Solicit feedback from customers?	
B. Use customer feedback to improve service?	
C. Ask customers if he/she can be of further assistance?	
D. Provide progress status when aid/solution is not immediate?	
E. Maintain a helpful and supportive attitude?	
F. Offer options when there's not a clearly defined solution?	
G. Convey an empathetic attitude to customers?	
H. Know customers' expectations?	
I. Have an awareness of common issues that arise and the best solutions?	
J. Focus on positive results for the customer?	
K. Remain professional and positive?	
Rating Scale Average	

For additional information and resources related to competencies, please refer to the [Competencies](#) tab on the Performance Management & Development page.

Employee Name:

Supervisor Name:

Position:

Date: