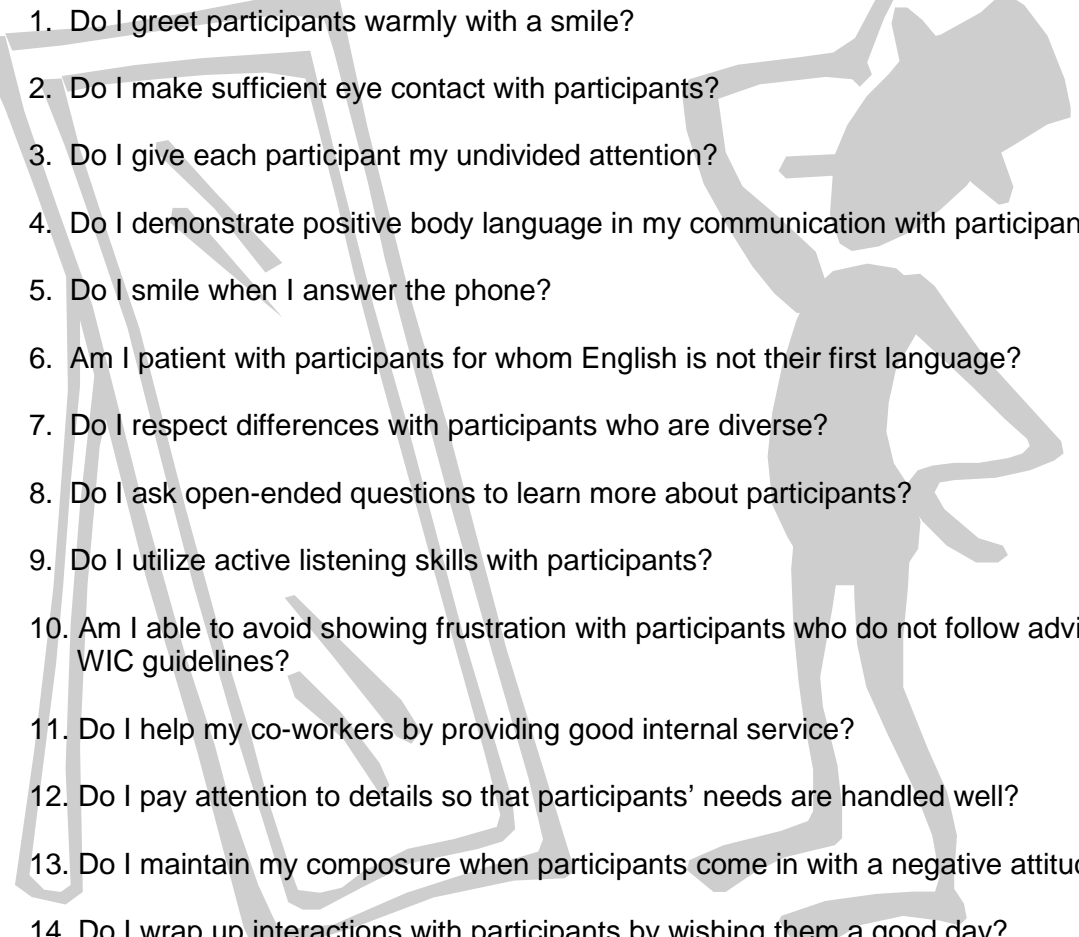




# Customer Service Notes for

## A Self - Assessment

Answer the following 14 questions with an honest assessment on a typical day in your WIC office. For each question, circle “U” for “Usually,” “S” for “Sometimes, and “R” for “Rarely.”

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- U S R** 1. Do I greet participants warmly with a smile?
- U S R** 2. Do I make sufficient eye contact with participants?
- U S R** 3. Do I give each participant my undivided attention?
- U S R** 4. Do I demonstrate positive body language in my communication with participants?
- U S R** 5. Do I smile when I answer the phone?
- U S R** 6. Am I patient with participants for whom English is not their first language?
- U S R** 7. Do I respect differences with participants who are diverse?
- U S R** 8. Do I ask open-ended questions to learn more about participants?
- U S R** 9. Do I utilize active listening skills with participants?
- U S R** 10. Am I able to avoid showing frustration with participants who do not follow advice and WIC guidelines?
- U S R** 11. Do I help my co-workers by providing good internal service?
- U S R** 12. Do I pay attention to details so that participants' needs are handled well?
- U S R** 13. Do I maintain my composure when participants come in with a negative attitude?
- U S R** 14. Do I wrap up interactions with participants by wishing them a good day?

As service providers, it is important that the participant receive stellar service from the moment they step into our agency until the time they walk out the door. If you can stay attuned to the items noted above, you will definitely provide a positive “Total Participant Experience.”

### **Questions for Reflection:**

1. For those questions I answered with an “S” or “R,” what can I do to improve in these areas?
2. For those questions I answered with a “U,” how can I continue to capitalize on this strength as a WIC service provider?