



Workforce Readiness Skills (WRS) – Customer Care Skills Module (CCS): Employer Feedback

Please check the 8 or so most important skills for this job. Although all of the following skills are important, **the checked competencies are required to qualify as an applicant.**

Check if required	Customer Care Skills	Customer Relations
	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.	Customer Relations
	3 Increases customer loyalty by immediately addressing concerns and following up.	Customer Relations
	14 Determines customer need and improves customer relations by “listening” to customer comments and requests.	Customer Relations
	4 Handles competing customer needs in a calm and helpful manner, follows through on commitments.	Decision Making
	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.	Decision Making
	7 Decides when to vary from routine operating policies/guidelines and when to adhere to them.	Decision Making
	8 Recognizes when more information is needed for making a decision.	Decision Making
	9 Recognizes the limits of own authority, correctly decides when to use those limits in order to keep the customer satisfied.	Commitment to Quality
	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.	Commitment to Quality
	12 Voice and body language communicate to the customer that satisfying the customer’s need is of highest importance.	Commitment to Quality
	13 Balances own work schedule against customer needs; willingly makes adjustments.	Commitment to Quality

Note: "Customer" refers both to individuals **external** to the organization and **internal** employees, i.e. persons in another unit/area.

