

WORKSHEETS

Module 4: Providing outstanding customer service



1) What is your name?

2) What is an uncomfortable customer service situation that could arise with a high functioning person?

3) Do you have a friends and family program? Explain.

4) Do you have an easy to make or change appointments? Explain.



5) Are you available by video conference? How do you help ensure video conference sessions will go smoothly?

6) Do you follow up with a client at least once a week to share some extra information?

- Yes
- No

7) Is the start of your workday considerate of a professional's time (outside of regular office hours or weekends)?

- Yes
- No

8) Do you answer new client calls the same day?

- Yes
- No

9) Do you have client tracking that notifies you client's birthday and a gift (such as free coaching session to plan out the year ahead)?

- Yes
- No

10) Do you have a nice business card?

- Yes
- No

