

# Assess Yourself Quiz-Slide 54

Take the following quiz to assess your skills in calming upset customers.

**5=Always & 1=Never**

I feel I can calm most upset customers 5 4 3 2 1

When I'm with an upset customer, I:

Stay Calm 5 4 3 2 1

Don't Interrupt 5 4 3 2 1

Focus on his/her concern without getting distracted 5 4 3 2 1

Respond to personal accusations without becoming defensive 5 4 3 2 1

Reduce distractions of paperwork & telephone 5 4 3 2 1

Have attentive body posture 5 4 3 2 1

Have appropriate facial expressions 5 4 3 2 1

Have confident eye contact 5 4 3 2 1

Listen completely before responding 5 4 3 2 1

Take notes when appropriate 5 4 3 2 1

Show empathy 5 4 3 2 1

Let him/her know I want to help 5 4 3 2 1

Know when to call on my supervisor 5 4 3 2 1

Have a confident, helpful tone of voice 5 4 3 2 1

Use words that don't escalate his/her anger 5 4 3 2 1

Avoid blaming my fellow workers or company for causing the problem 5 4 3 2 1

After the upset customer leaves, I:

Am in control of my emotions 5 4 3 2 1

Don't repeat the story more than once 5 4 3 2 1

Analyze what I did well and what I'd do differently 5 4 3 2 1

Your score: 81-100 Excellent; 61-80 Good; 41-60 You need to hone your skills; 21-40 You may need to ask your supervisor for help