

**Customer Service Capability
360 - John Sample**

CONFIDENTIAL REPORT FOR

John Sample

SURVEY DATE
Feb 6, 2023

SURVEY TYPE
360 Survey

INTRODUCTION

This report summarises the results of the 360 Degree survey that was conducted to provide you with valuable feedback to aid in the development of your customer service skills. A variety of attributes and customer service skills are analysed to enable you to not only better understand your perceptions of yourself, but also to receive feedback from your manager, clients and of others around you. Scores are determined by a five point scale:

1 = Never

Never demonstrates this skill - unacceptable

2 = Seldom

Seldom demonstrates this skill - needs to improve

3 = Sometimes

Sometimes demonstrates this skill - adequate but could improve

4 = Usually

Usually demonstrates this skill - acceptable

5 = Always

Always demonstrates this skill - at a consistently high level

NA = Not Applicable

This Self Development Report contains the following sections:

Executive Summary

This summary is designed to assist you to quickly identify your strengths and development areas. If your survey included the Net Promotor Score there will be a score between -100 and +100, this score provides an excellent measure of your development and improvement from one survey to another. The Competency Group Summary provides a visual representation of the four principal respondents' scores to assist you to quickly identify gaps in each group's perceptions. The last section provides a guide as to the areas that appear to be your opportunities and potential development areas.

Self Alignment to all Other Respondents:

In this section your scores are compared to the average scores from all of the respondents. This section is very much the helicopter view and allows you to easily assess whether your perception of yourself is in alignment with the perceptions that those close to you have.

Respondent Group Alignment (Summary):

In this section you will be able to compare your scores with those of the other respondent groups (i.e. Manager, Peers, Clients etc). By reviewing the average scores from each group you will be able to ascertain whether you are interacting consistently across all respondents or whether you are modifying your interaction to suit a particular group.

Respondent Group Alignment (Detail):

This section is very detailed as it not only provides the average score for each group, it also provides the range of scores. The average score is identified by a diamond, the range of scores is denoted by a line that connects the lowest and highest score.

Respondent Comments:

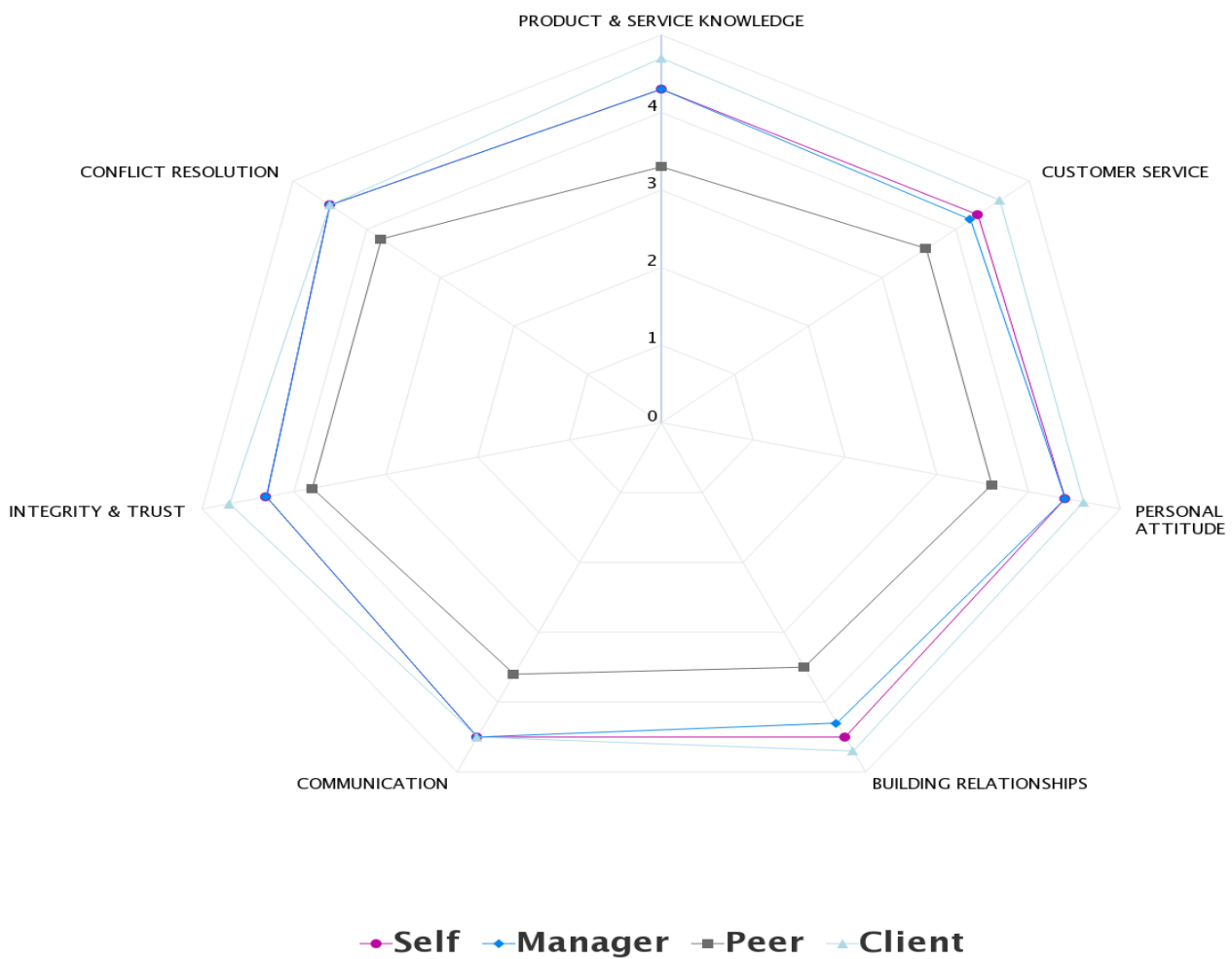
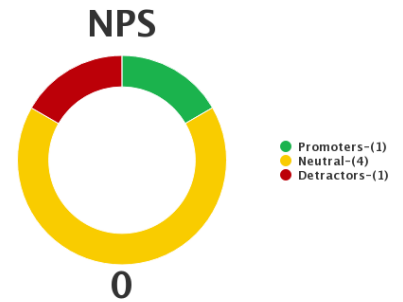
Your survey respondents were requested to provide additional comments to assist you in your development program. These comments are optional and are presented exactly as they were provided by the individuals.

As you review this report, keep in mind that most people exhibit both strong and weak customer service abilities. No one does everything equally well. If you approach this report as a learning and self-development tool, this feedback will provide you with a catalyst toward increasing your success both in business and in your personal life.

EXECUTIVE SUMMARY

RESPONDENT GROUP OVERVIEW

1 x Self	4.40	2 x Manager	4.37
2 x Peer	3.58	1 x Client	4.61



COMPETENCY SUMMARY

Strengths

- > [INTEGRITY & TRUST](#)
- > [CONFLICT RESOLUTION](#)
- > [COMMUNICATION](#)

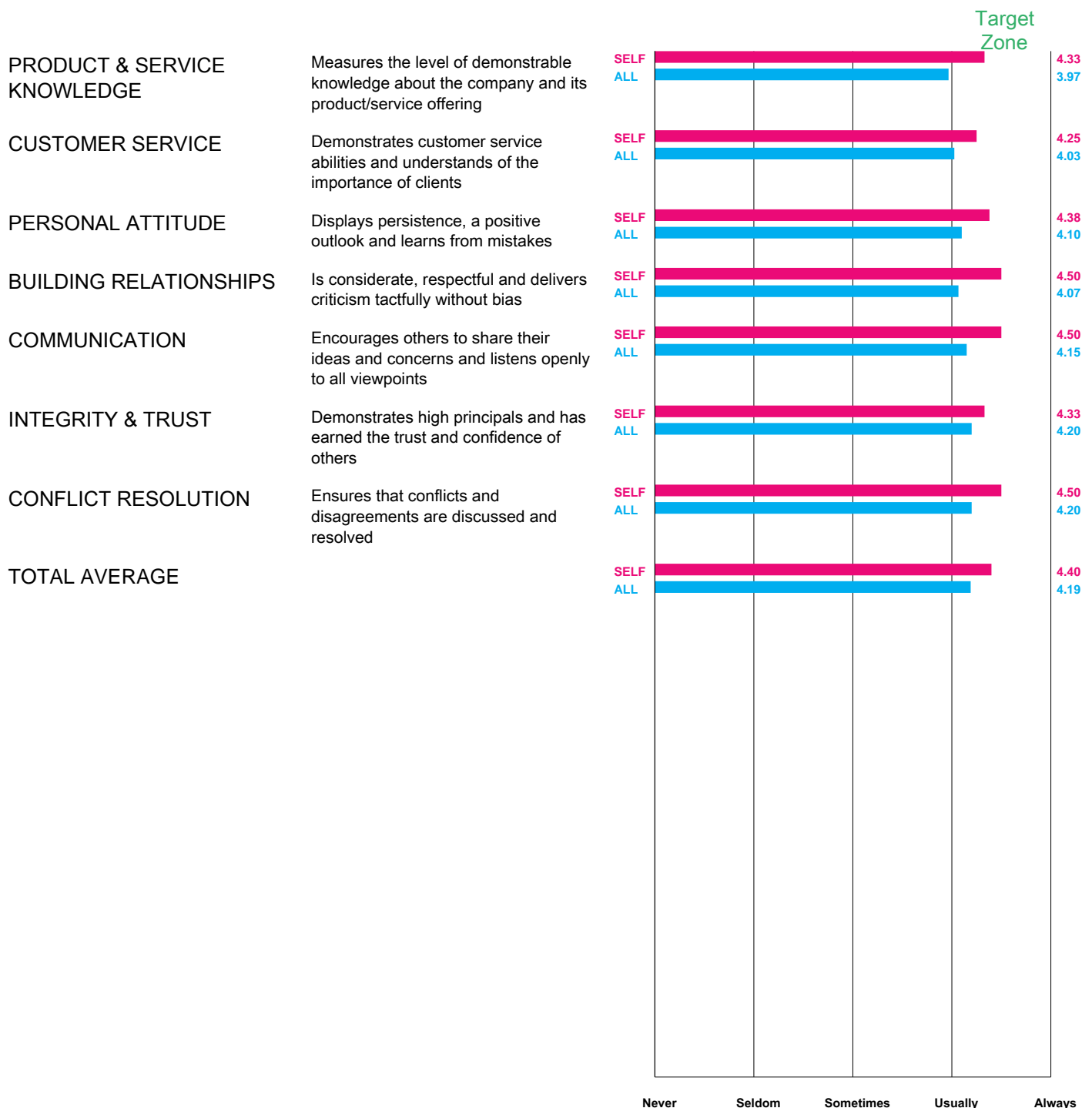
Development Areas

- > [PRODUCT & SERVICE KNOWLEDGE](#)
- > [CUSTOMER SERVICE](#)
- > [BUILDING RELATIONSHIPS](#)

SELF ALIGNMENT TO ALL OTHER RESPONDENTS:

In this section your scores are compared to the average scores from all of the respondents. This section is very much the helicopter view and allows you to easily assess whether your perception of yourself is in alignment with the perceptions that those close to you have.

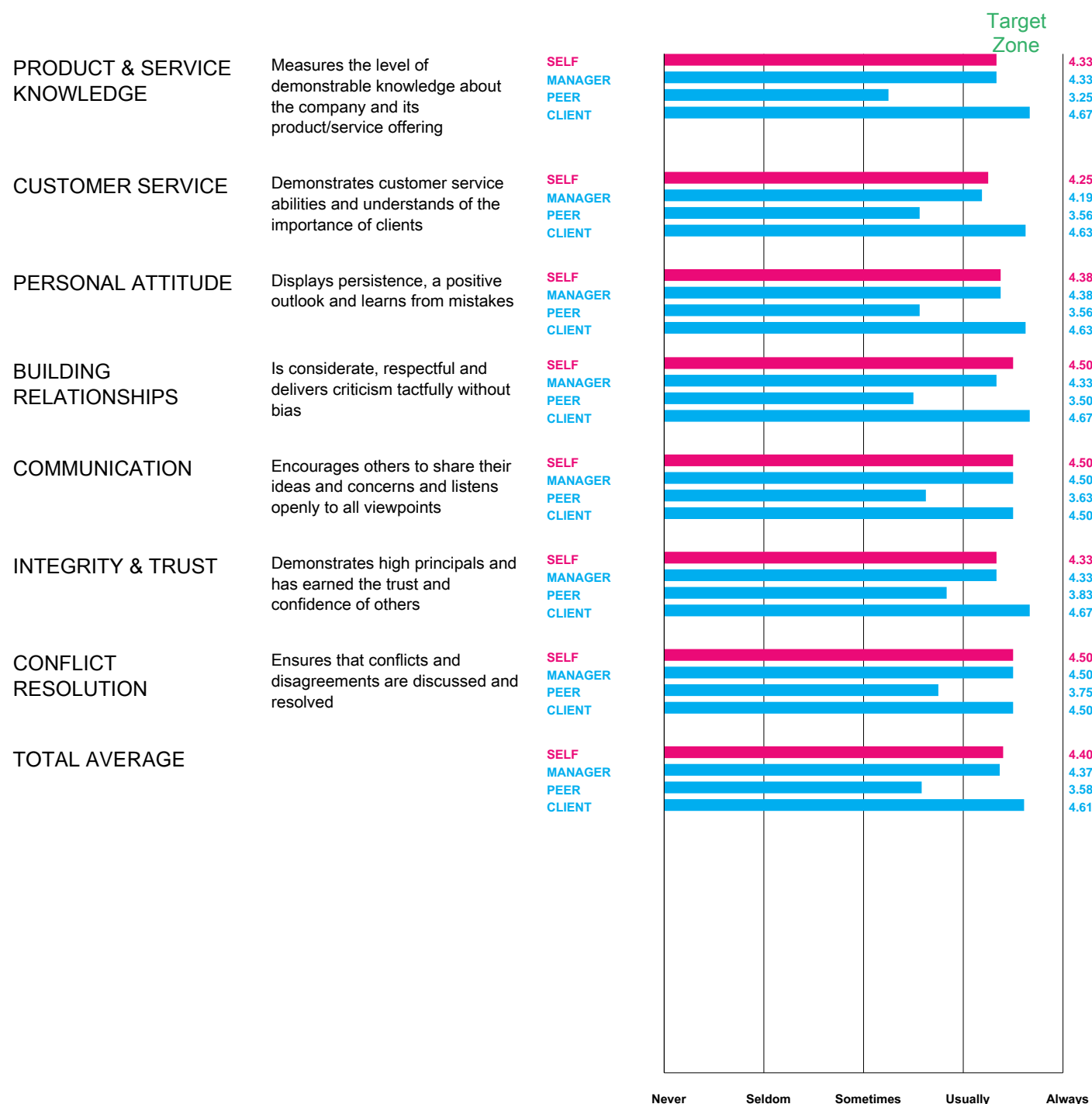
Keep in mind that the information provided is the constructive views of those individuals who interact with you on a day-to-day basis. Use this information to identify those areas that you feel you can either improve or work on to become an even greater strength.



RESPONDENT GROUP ALIGNMENT (Summary)

In this section you will be able to compare your scores with those of the other respondent groups (i.e. Manager, Peers, Direct Reports, Clients, Prospects etc). By reviewing the average scores from each group you will be able to ascertain whether you are interacting consistently across all respondents or whether you are modifying your interaction to suit a particular group.

We suggest that you pay particular attention to those areas where respondent groups perceive you differently. In this situation, ask yourself whether it is appropriate for groups to have different views and if not identify these areas as potential inclusions in your self-development program.



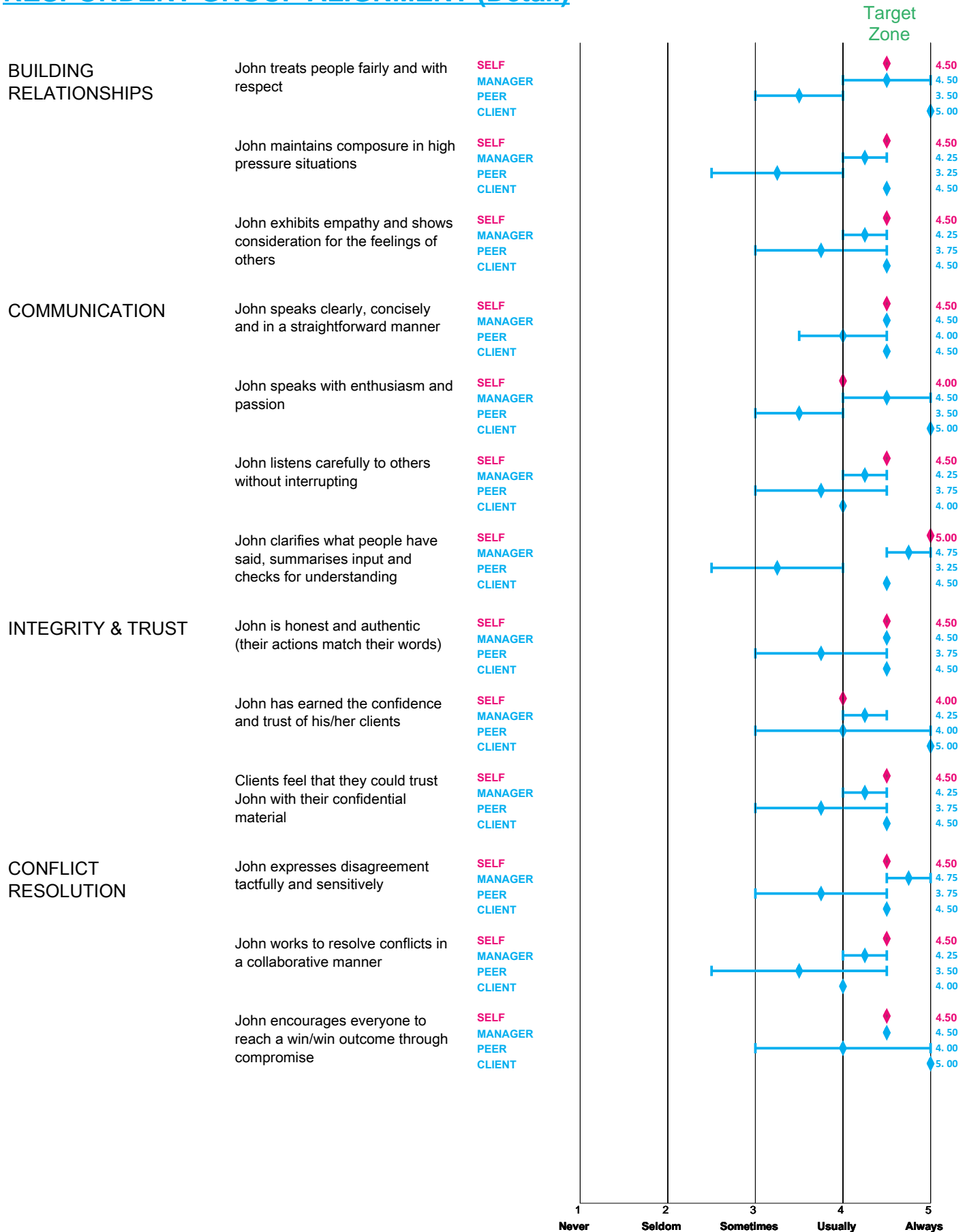
RESPONDENT GROUP ALIGNMENT (Detail)

In this section your scores are compared to all other Respondent Groups at a very detailed level. The diamonds indicate the average score of each respective group, the lines indicate the range of scores from lowest to highest.

Please pay particular attention to the range of scores as a wide range may indicate that you are not consistently displaying a particular attribute and that you may be treating some individuals differently to others. If this is the case there may be grounds for further investigation and recognition within your Development Plan.



RESPONDENT GROUP ALIGNMENT (Detail)



SURVEY COMMENTS

OTHER COMMENTS

Please provide any additional comments that you feel would assist this customer service development program:

Manager

- John is fantastic with the clients , a true gem in the customer service team
- John's service level and professionalism is second to none.

Client

- Whenever I have any questions, John is always quick to respond and provides clear and concise advice for way forward.

SUMMARY

Where to from here?

Now that you have had the chance to review your report it is time to use this information to effect positive and beneficial change.

Below is a step-by-step guide to help you use this report so that you become more successful in your customer service career. To ensure positive change you should:

KEEP DOING the actions that make you a successful service representative, leader and/or manager

STOP DOING the actions that are impeding your true potential

START DOING the actions that will make you more effective and successful

We recommend that you do the following within the next two weeks:

1. Review your report and identify the two to four things that may be preventing you from achieving your true potential
2. Develop an action plan that will help you address these areas (keep it simple)
3. Provide your manager with your action plan and ensure that he/she will support you with appropriate coaching & training
4. We recommend that you send an email to all of those individuals who participated in your 360 Degree Feedback to:
 - a. Thank them for providing you with their feedback
 - b. Acknowledge that you have produced a Self-Development Action Plan
 - c. Provide them with a list of the areas you are going to focus on
 - d. Ask them to assist you in your ongoing development
5. Start implementing your Self-Development Action Plan
6. Organise monthly reviews with your manager to measure progress and ensure that appropriate support is being provided to you

To ensure that you are continually improving your skills, we suggest that you initiate this 360 Degree Customer Service Capability Survey at least every 12 months, preferably every 6 months. For more information, please contact your manager or the HR/L&D team.