

## STAFF SURVEY (YOU SHOULD TAKE IT TOO)

Complete the questionnaire; it will act as a map to chart a course for improvement. Start with the lowest scores and prioritize two items that can be completed, one easy, the other somewhat more of a stretch. Develop plans or systems to correct the deficiencies and keep up the process until you have seven or greater in all areas. 1 = Never or disagree completely; 10 = Always or agree completely

1. We always deliver our product/service on time.

1    2    3    4    5    6    7    8    9    10

2. We always deliver our product/service with excellent quality.

1    2    3    4    5    6    7    8    9    10

3. Our quality compares favorably against our competition.

1    2    3    4    5    6    7    8    9    10

4. Customers' experiences with our products and service remains consistent.

1    2    3    4    5    6    7    8    9    10

5. Our sales staff has regular, formal training on both product knowledge and sales skills.

1    2    3    4    5    6    7    8    9    10

6. Customers never leave irritated or angry because of our product quality.

1    2    3    4    5    6    7    8    9    10

7. Customers never leave irritated or angry because of our customer service.

1    2    3    4    5    6    7    8    9    10

8. Customers' questions are answered promptly, accurately and adequately, and recorded in their file to work through absent staffers.

1    2    3    4    5    6    7    8    9    10

9. We maintain a clean, pleasant environment for our customers.

1    2    3    4    5    6    7    8    9    10

10. We have a written or well-understood dress code for staff with rare violations.

1    2    3    4    5    6    7    8    9    10

11. We have mission and vision statements; we communicate them to the appropriate people.

1    2    3    4    5    6    7    8    9    10

12. Everyone on my team generally enjoys their work environment and gets along well.

1    2    3    4    5    6    7    8    9    10

13. We consistently "under promise" and "over deliver."

1    2    3    4    5    6    7    8    9    10

14. We have cross-trained staff.

1    2    3    4    5    6    7    8    9    10

15. We follow up with our customers to ensure their satisfaction.

1    2    3    4    5    6    7    8    9    10