

TAKE THE CUSTOMER CARE COACH QUIZ

QUESTION	YES	NO
1. We have regular on-going training in Customer Care Skills.		
2. We have a clear vision of what we want the customer experience to look like.		
3. We talk about how to delight our customers at our staff meetings.		
4. Our company culture is customer-focused.		
5. We know what our customers' expectations are.		
6. We have a strategy for keeping more of our customers.		
7. We have a set of customer care standards.		
8. We measure our performance against those standards.		
9. We know why we lose customers.		
10. We have a "recovery strategy" for dealing with customer problems.		

<http://www.customercarecoach.com/public/quiz.asp>