



Off-the-Chart Customer Service™ Inventories

What's a Skill Inventory?

A Skill Inventory is a detailed report of skills and behaviors that flag areas of competency and opportunities for development. Professionals stay in peak performance by constantly honing their skills to stay on track so that they can best serve their customers' needs.

Why an Inventory Gap Analysis?

Off-the-Chart Service Results™ Inventories provide two reports that measure gaps in performance as follows:

1. pin-point 80 areas of strengths and opportunities for development
2. survey abilities, assets, and resources for management and supervisory excellence
3. organize a strategic approach for skill improvement based on real needs
4. eliminate ineffective habits and behaviors
5. save valuable time in managing performance—coaching to specific needed areas
6. motivate behavior towards measurable goals
7. diagnose skill deficiencies and gaps causing poor performance
8. provide a behavioral measurement tool for tracking performance
9. create accountability
10. eliminate management/supervisory slumps
11. develop peak performance

No matter how much experience we've had, we all have strengths, limitations, and developmental opportunities. No one is perfect all the time. We all need to assess what's consciously *and* unconsciously lacking in our skills or behaviors if we are to maximize our energy, time, and resources.

Now is the time to assess where you are in your career.

Beginner, intermediate, and experienced pros will all benefit from learning not only the process of achieving Off-the-Chart Customer Service Results™, but also the skills, attitudes, and behaviors necessary to create peak performance. Off-the-Chart Customer Service Results™ is based on 60 years of combined research to provide you with insights that literally soar "off-the-chart," beyond imagined expectations.

Two Off-the-Chart Customer Service Results™ Inventories are available:

1. Service Cycle-Management
2. Service Self-Management

See the next pages for detailed information, indexes, and ordering information.



Service Cycle-Management Inventory

Off-the-Chart Customer Service Cycle-Management™ Inventory

Today's top service professionals need regular skill assessment and feedback in order to work at peak productivity and remain competitive. Chart Learning Solutions' Service Cycle-Management Inventory not only assesses the eight critical areas of service cycle competency, but also the sequence in which essential tasks take place in order to drive desired results. This is a 40-question self-scoring tool to diagnose strengths and opportunities for improvement in coaching service performance. You may also request Chart's more comprehensive skill inventory that provides personalized coaching and feedback recommendations.

STAGE 1: HOME

1. First Impressions
2. Building Rapport

STAGE 2: HELP

3. Questioning
4. Listening

STAGE 3: CHALLENGE

5. Problem Solving
6. Difficult Situations

STAGE 4: PRIZE

7. Follow-Through
8. Building Relationships

Chart Learning Solutions' training modules are also available for each skill area. Call for customized outlines.

Approximate time for completion: 10 minutes



Service Cycle-Management Inventory Index

Skill Index

1. FIRST IMPRESSIONS

- Greeting/Introductions
- Customer Courtesy
- Professional Image/Clothing
- Word Choices
- Telephone Skills

2. BUILDING RAPPORT

- Business Etiquette
- Instant Rapport
- Building Trust
- Confidence in any Situation
- Building Positive Relationships

3. QUESTIONING

- Information Gathering
- Pinpointing Needs
- Self-Service Questions
- Open-Ended Questions
- Controlling the Conversation

4. LISTENING

- Agenda Anxiety
- Reading Hidden Messages
- Speaking Customer Language
- Confirming Needs
- Maintaining Focus

5. PROBLEM SOLVING

- Being a Service Consultant
- Negotiating "Can Do" Solutions
- Customer Mistakes
- Problem Solving Step-by-Steps
- Resolving Spin-Off Problems

6. DIFFICULT SITUATIONS

- Calming Upset/Irate Customers
- Difficult Customers
- Call Escalation
- Handling Complaints
- Delivering Bad News

7. FOLLOW THROUGH

- Exceeding Customer Expectations
- Customer Appreciation
- Follow-Through
- Upselling/Upservicing
- Dealing with Buyer's Remorse

8. BUILDING RELATIONSHIPS

- Remembering Customer Names
- Cultivating a Service Personality
- Staying in Touch
- Thank Yous
- Promoting Repeat Business



Service Self-Management Inventory™

Off-the-Chart Customer Service Self-Management™ Inventory

Today's top service professionals need regular skill assessment and feedback in order to work at peak productivity and remain competitive. Chart Learning Solutions' Service Self-Management Inventory not only assesses the eight critical areas of personal service competency, but also reveals the sequence in which they take place in order to drive desired results. This is a 40-question, self-scoring on-line tool to diagnose strengths and opportunities for improvement in coaching service performance. You may also request Chart's more comprehensive skill inventory that provides personalized coaching and feedback recommendations.

STAGE 1: HOME

1. Product/Procedural Knowledge
2. Time Management

STAGE 2: HELP

3. Responsible Initiative
4. Utilizing Resources

STAGE 3: CHALLENGE

5. Service Attitude
6. Stress Management

STAGE 4: PRIZE

7. Continuous Improvement
8. Inner Wealth

Chart Learning Solutions' training modules are also available for each skill area. Call for customized outlines.

Approximate time for completion: 10 minutes



Service Self-Management Inventory

Skill Index

1. PRODUCT/PROCEDURAL KNOWLEDGE

- Product Knowledge
- Service Procedure Knowledge
- New Product/Service Releases
- Knowledge of Other Departments
- Service Standards and Expectations

5. SERVICE ATTITUDE

- Positive attitude
- Character/Integrity
- Service Mistakes
- Equal Respect
- Friendly Voice

2. TIME MANAGEMENT

- Effectiveness—Missions/Goals/Priorities
- Efficiency—Organization/Paperwork
- Scheduling Smarts
- Finding Hidden time
- Maximizing Productivity

6. STRESS MANAGEMENT

- Resiliency
- Multi-tasking
- Controlling Perspective
- Worry
- Remaining Actively Calm

3. RESPONSIBLE INITIATIVE

- Taking Initiative
- Creative Contributions
- Self-Motivation
- Personal Empowerment
- Decision-Making Flexibility

7. CONTINUOUS IMPROVEMENT

- Self-Reflection
- Customer Feedback/Evaluation
- Benchmarking
- Personal Investment
- Monitoring Progress

4. UTILIZING RESOURCES

- Locating Resources
- Lack of Resources
- Inbound Telephone Skills
- Outbound Telephone Skills
- Professional Contacts/Networking

8. REWARDS/RECOGNITION

- Rewarding Success
- Flow
- Life Balance
- Relaxation
- Gratitude

Call 760-639-4020 for ordering information and on-line access.