

HOW DO YOU RATE? CUSTOMER SERVICE

Use this worksheet for self-evaluation with a holistic operational perspective.

Best Practices	Your Performance			
Proactively engage customers	Poor	Satisfactory	Good	Superior
Create a customer service experience	Poor	Satisfactory	Good	Superior
Know the social impacts of your products	Poor	Satisfactory	Good	Superior
Taste peak season produce	Poor	Satisfactory	Good	Superior
Know how to recommend preparation	Poor	Satisfactory	Good	Superior
Create awesome impulse displays	Poor	Satisfactory	Good	Superior
Create deals no one can pass up	Poor	Satisfactory	Good	Superior
Keep up with industry trends	Poor	Satisfactory	Good	Superior
Conduct seasonal resets to recharge customers	Poor	Satisfactory	Good	Superior
Have tasted the VT products in your department	Poor	Satisfactory	Good	Superior
Work with vendors for samples and demos	Poor	Satisfactory	Good	Superior
Be aware of the contribution to the store on “product turns”	Poor	Satisfactory	Good	Superior
Look to make it “easy” for customers to buy	Poor	Satisfactory	Good	Superior
Rotate out slow selling products for new ones	Poor	Satisfactory	Good	Superior

