

Yes	No	
		Do you enjoy your work? Comment:
		Do you have a proactive approach to customer service? Comment:
		Do you anticipate our customer demands? Comment:
		Do you suspend ideas until customers request assistance? Comment:
		Are you concerned about the interest of our customers' businesses? Comment:
		Do you adhere merely to assigned roles, or are you willing to go above and beyond if our customers' needs require it? Comment:
		Are you continually investigating ways to improve our customers' businesses? Comment:
		Do you absorb as much information as you can about our customers' businesses? Comment:
		Are you focused on future possibilities to be of service to our customers? Comment:
		Do you have open channels of communication with our customers so that you can effectively listen to their needs? Comment:
		Are you receptive to suggestions from customers about how to make things better in the future? Comment: