

# Great Customer Service: Does Your Group Practice This?

## Customer Care Questionnaire

*Where are we now? What goals do we need to put in place to improve interactions with our members?* Score each statement honestly with the number that reflects the way your organization handles these customer care practices.

Scale: 0-strongly disagree 1-disagree 2-sometimes 3-agree 4-strongly agree

- \_\_\_\_\_ Our website clearly lists contact information so people can contact us for assistance.
- \_\_\_\_\_ Calls and emails are responded to within a 24 hour period.
- \_\_\_\_\_ Difficult members are responded to in a timely manner with consistent messaging.
- \_\_\_\_\_ Member complaints are resolved quickly and competently.
- \_\_\_\_\_ Staff and board members are trained in all aspects of the organization and everyone can state the mission and give the 5 minute elevator speech about your group.
- \_\_\_\_\_ We invest in ongoing training for staff and board members.
- \_\_\_\_\_ By-laws are followed and amended as needed.
- \_\_\_\_\_ An organized referral, intake and visitation process is in place for new members.
- \_\_\_\_\_ Essential information is shared with members in a timely manner.
- \_\_\_\_\_ Members are provided opportunities to evaluate programs and services.
- \_\_\_\_\_ Volunteers are provided training and given meaningful jobs to do.
- \_\_\_\_\_ Events start and end on time and members are greeted with enthusiasm and given information about the schedule throughout the day.
- \_\_\_\_\_ Donors are provided tax receipts and information about how their contribution impacts your mission in a timely manner.
- \_\_\_\_\_ Members are provided an opportunity to serve the organization in meaningful ways.
- \_\_\_\_\_ Members are thanked for their contributions in a timely manner.

### \_\_\_\_\_ Total Score

**0-30** Your organization should look at implementing clear policies and procedures for staff and board members to follow.

**31-45** You're doing a good job but still need some work to ensure customer satisfaction.

**46-60** Congratulations! Your organization has great customer care practices!