

Customer Service Questions

1. What words would I use to describe great customer service?
2. What words would I use to describe poor customer service?
3. When you work in a library do you need to like people? ...books?
...computers?
4. What do my customers say about the service they receive at our library?
5. Will my work behavior add to, or subtract from, the library's standing in our community?
6. Do I treat the last patron of the day as well as I treat the first?
7. What can I change or improve upon?