

Customer Service Alignment Assessment

Overview

Use this assessment to determine how well key functions align with the customer service vision.

Customer Service Vision:

Customer Service Alignment Check

Please read the five statements below and rate your organization on a scale of 1 (lowest) to 5 (highest) and check your customer service alignment.

1. We set business goals that represent progress toward our customer service vision.
2. We hire employees who are passionate about our customer service vision.
3. Employees are given sufficient training to teach them how to deliver service that fits our customer service vision.
4. Employees are empowered with the authority, resources, and work procedures they need to fulfill our customer service vision.
5. Organizational leaders reinforce our customer service vision with their employees on a daily basis.

Total Score

Rating (1–5)

Key

Total Score	Result
20–25	Alignment: positioned to deliver outstanding service
13–19	Partial alignment: some areas for improvement
< 12	Out of alignment: significant opportunities for improvement