

# Leading a Customer-Centric Culture

with Jeff Toister

## Ideal Candidate Profile

Use this worksheet to create a profile of the ideal candidate who will embrace and contribute to your service culture.

**Must-Haves:** Characteristics an employee must have to be successful in this organization

**Nice-to-Haves:** Characteristics an employee can develop over a reasonable period of time

**Customer Service Vision:** \_\_\_\_\_

Characteristics	Screening Tests
Must-have	How will you screen candidates?
Nice-to-have	How will you screen candidates?