**Front Desk Student Employee Self-Assessment**

**Using the number guide below, please consider each statement and indicate the extent to which you feel you satisfy the statement.**

1=Needs Improvement—this is an opportunity of growth for me

2=Moderate – this describes me some of the time

3=Good—this describes me most of the time

4= Excellent—this describes me all of the time

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| **Customer Service Skills/Behaviors** | **1** | **2** | **3** | **4** | **Comments** |
| I feel that I know what excellent customer service in this role consists of and strive to provide it for all of my interactions. |  |  |  |  |  |
| I greet all visitors to the office in a friendly and welcoming manner. |  |  |  |  |  |
| I explain services, programs, and events put on by the department in a knowledgeable manner. |  |  |  |  |  |
| I am able to offer additional resources to students/customers as necessary. |  |  |  |  |  |
| I display confidence in my interactions with students & visitors in the office/department. |  |  |  |  |  |
| I am comfortable assisting customers who may be upset/agitated/and or difficult. |  |  |  |  |  |
| I answer incoming phone calls with a greeting, the name of the office, and my name. |  |  |  |  |  |
| I feel confident in answering most of the questions that come through the front desk. |  |  |  |  |  |
| I know how to troubleshoot issues that may arise when I am working the front desk. |  |  |  |  |  |
| I believe our office environment is welcoming and inviting to all customers. |  |  |  |  |  |
| I believe our staff are welcoming and approachable for myself and all customers. |  |  |  |  |  |
| I have a positive attitude and outlook on my job, the customers we serve, and the work of the office/department. |  |  |  |  |  |

**Additional Comments**

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| Strengths in Serving Customers |
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| Opportunities for Improvement in Serving Customers |
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| Student Employee Signature: | Date: |