

**Customer Service Checklist EN (LIMITED)**

Date:

Time:

Checker ID:

1. GREETING & WELCOME

- Ensure that customers are greeted promptly upon arrival.

- Confirm that staff use a friendly and professional tone when addressing customers.

2. RESPONSE TIME

- Verify that customer inquiries are acknowledged within a specified time frame.

- Ensure that responses to customer issues are handled in a timely manner.

3. SERVICE DELIVERY

- Check that services or products are delivered as promised and meet customer expectations.

- Ensure that any service delays or issues are communicated to customers promptly.

4. STAFF KNOWLEDGE

- Confirm that staff are knowledgeable about products or services offered.

- Ensure that staff can answer common customer questions accurately.

5. COMPLAINT HANDLING

- Verify that customer complaints are handled politely and professionally.

- Ensure that complaints are logged and followed up with appropriate actions.

6. CUSTOMER FEEDBACK

- Confirm that mechanisms for collecting customer feedback (e.g., surveys, comment cards) are in place.

- Ensure that feedback is reviewed regularly and used to improve service.
