# Formative Exercise 4A

# Assess your Company

## Instructions

In the learner guide we discussed the formula for the measuring of customer service. Use this document to assess your company.

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| 1. Count the total of employees who are in contact with the customer before, during and after a transaction. | |  |
| 1. What is the potential loss? | | |
| Maximum worth |  | |
| Minimum worth |  | |
| Average worth |  | |
| 1. Potential impact of loss: | | |
| Average worth x 6 |  | |
| 1. Potential loss per contact with customer. (Divide the potential impact of loss by the total of employees | |  |

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| **First Attempt** | | **Second Attempt** | | **Third Attempt** | |
| Competent | Not Yet Competent | Competent | Not Yet Competent | Competent | Not Yet Competent |
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