# 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.

|  |  |
| --- | --- |
| 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 |
|  |  |  |  |  |  |