

Customer Satisfaction Self-Evaluation

*Compliments of Robert Credeur and the
Rehab Department at St. David's Medical Center.*

Employee Name: _____ Unit: _____

Title: _____ Supervisor: _____

Directions: Mark each box for the best corresponding answer. Example: If the statement is **I knock before entering a patient's room** place a mark in the box which best describes how you perform this behavior: **Always**, **Some of the time**, or **Rarely**. Scores will be totaled at the end of the self-evaluation.

Customer Satisfaction Behavioral Standard	Always	Some of the time	Rarely
1. I knock before entering a patient's room.			
2. I introduce myself to my patients/visitors.			
3. I explain what I am about to do with patients and/or co-workers.			
4. I answer phones on the unit when they ring.			
5. I assist people who look "lost".			
6. I assist patients that are not assigned to me.			
7. I smile and greet all patients, staff, and visitors.			
8. I answer the phone with the standard greeting.			
9. I ask "Is there anything else I can do for you; I have the time" before I leave a patient's room.			
10. I always dress professionally.			
11. I leave my personal problems out of patient rooms.			
12. If I cannot help someone with something I take time to find someone who can.			
13. I know and make an effort to learn my co-workers' names.			
14. I "manage up" co-workers and myself every day.			
15. I use phrases like "please" and "thank you".			
16. I always address my patients by their last name.			
17. I help to keep patient rooms neat and orderly.			
18. I put the patient first.			
19. I follow the St. David's Medical Center Mission.			
20. I follow the St. David's ICARE values.			
21. I help others learn how to provide excellent customer service.			
22. I never say "That's not my job"; every job is my job.			
23. I never tell customers that we are short-staffed.			
24. I use the words "very satisfied" when speaking with customers.			
25. Customer satisfaction is a priority when doing my job.			
26. I point out problems in a positive manner.			
27. I handle personal phone calls in a way that does not interfere with work.			

28. My breaks do not last longer than allowed.			
29. I am interested in improving my own performance.			
30. Safety is a priority when doing my job.			
31. I report to work on time.			
32. I view St. David's as "my hospital".			
33. I place the hospital in a positive light when dealing with customers.			
34. I enjoy caring for my patients and their families.			
35. I support my supervisors, seniors, managers, and/or directors.			

Step 1: Write down number of marks in the "Always" category in this blank _____

Step 2: Multiply the score from Step 1 x 2. Write the total in this blank _____

Step 3: Write down number of marks in the "Some Of The Time" category _____

Step 4: Add totals from Step 2 & Step 3 only and write the total in this blank _____

Employee Signature

Date

Customer Satisfaction Scoring Results

If you scored 55 – 70:

You are providing excellent customer service and you are an important asset to St. David's. You share St. David's value system, you are proactive, and recognize the importance of process improvement. You have the ability to get the job done and are open to new ideas that improve our facility. You have a positive attitude and you are an excellent role model and mentor to new employees. You view St. David's as *your* hospital. Your supervisor will discuss this evaluation with you during your evaluation meeting, so please bring it with you.

If you scored 35 – 54:

You are a good, solid employee and are most important to St. David's as you can cause us to succeed or fail in providing excellent customer satisfaction. You actively support your supervisors, seniors, managers, and directors as well as supporting other co-workers. You are wanted as an employee and St. David's is committed to your success and developing you into an employee who is seen as providing excellent customer service all of the time. Your supervisor will discuss this evaluation with you during your evaluation meeting, so please bring it with you.

If you scored 0 –34:

You do not provide consistent and adequate customer service. Your supervisor will discuss this evaluation with you during your evaluation meeting, so please bring it with you.

Supervisor/Employee Meeting Notes

Re-score (if necessary)

- Step 1: Write down number of marks in the "Always" category in this blank _____
- Step 2: Multiply the score from Step 1 x 2. Write the total in this blank _____
- Step 3: Write down number of marks in the "Some Of The Time" category _____
- Step 4: Add totals from Step 2 & Step 3 only and write the total in this blank _____

Goals/Comments:
