

Customer Experience Skills Matrix



Consider the staff within your team and assess at which level their performance lies. Prepare to be challenged and think about examples of when they have demonstrated those skills.

Skills	Staff Members									
	1	2	3	4	5	6	7	8	9	10
A problem solving approach										
A welcoming approach										
A willingness to listen										
Awareness of personal impact										
Awareness of the customer experience										
Call handling skills										
Complaint handling skills										
Empathy and sensitivity										
General courtesy										
Good product/organisation knowledge										
Lateral and creative thinking										
Professionalism										
Questioning skills										
Rapport building										
Sees a job through to its conclusion										
Team work and support										
Willingness to help										

- R - Role Model
- C - Competent
- D - Developing skills
- T - Requires training