



**Workforce Readiness Skills (WRS) – Personal Qualities and Customer Care Skills Module (PQS):**

**Employer Feedback**

Please check  the 8 or so most important skills to your organization (under Personal Qualities and under Customer Care). Although all of the following skills are important, **the checked competencies are required to qualify as an applicant.**

Check if required	<i>Personal Qualities</i>	Skill
	1 Recognizes a situation of right and wrong and acts accordingly.	Integrity
	2 Recognizes the ethical limits of a situation; confronts those who push those limits. Will refer to higher authority if needed.	Integrity
	3 Tries to keep private life from affecting work.	Responsibility
	4 Takes responsibility when an unusual situation demands special attention.	Responsibility
	5 Recognizes when more information is needed; is willing to ask for help if necessary	Responsibility
	6 Recognizes quality work; ready to go the extra mile to make sure that the job gets done properly.	Responsibility
	7 Responds by helping out when needed, even if it means giving up some personal time.	Responsibility
	8 Makes sure the job is done before leaving; does not leave extra work for next shift.	Responsibility
	9 Stands up for self where appropriate; doesn't get defensive when criticized; accepts and learns from critical feedback.	Self-Esteem
	10 Willing to try new things, learn new skills and ask for help when needed.	Self-Esteem
	11 When things get slow, finds something to do rather than wait to be told what to do.	Self-Management
	12 Asks for help when he/she can't do something, whether it's because of a lack of training or information, or things are just too busy to get everything done.	Self-Management
	13 Is open and honest with coworkers because he/she knows it's easier to work with people when everyone gets along.	Sociability
	14 Spends some time chatting with coworkers, but not too much. Knows the difference between "down time", when it's okay to socialize, and when it's time to concentrate on work and to let others concentrate on their work.	Sociability

Check if required	<i>Customer Care Skills</i>	Customer Relations
	1 Remains polite and professional when interacting with customers who make unreasonable demands.	Customer Relations
	2 Faced with a hostile customer, maintains positive demeanor and earnestly attempts to help the customer.	Customer Relations
	3 Increases customer loyalty by immediately addressing concerns and following up.	Customer Relations
	4 Handles competing customer needs in a calm and helpful manner, follows through on commitments.	Customer Relations
	5 Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere	Decision Making
	6 Recognizes priorities, then implements solutions based on an understanding of business need.	Decision Making
	7 Decides when to vary from routine operating policies/guidelines and when to adhere to them.	Decision Making
	8 Recognizes when more information is needed for making a decision.	Decision Making
	9 Recognizes the limits of own authority, correctly decides when to use those limits in order to keep the customer satisfied.	Decision Making
	10 Evaluates alternatives strategies for customer satisfaction, then chooses one that minimizes harm and makes the customer feel supported.	Commitment to Quality
	11 Proactively assists peers for the purpose of increasing overall quality of company operations.	Commitment to Quality
	12 Voice and body language communicate to the customer that satisfying the customer's need is of highest importance.	Commitment to Quality
	13 Balances own work schedule against customer needs; willingly makes adjustments.	Commitment to Quality
	14 Determines customer need and improves customer relations by "listening" to customer comments and requests.	Commitment to Quality

The Job being considered is called: \_\_\_\_\_.

\_\_\_\_\_ Organization

\_\_\_\_\_ Date

Individual completing Form

Organization

Phone

E-Mail

Date