

Competency Assessment

Please select the most appropriate response to each question. Only mark your top choice.

What do you always try to accomplish at a team meeting?

- a. Clarify objectives and timelines
- b. Give everyone the chance to talk
- c. Cover the topics on the agenda
- d. Motivate everyone towards the goal

What is the key to providing extraordinary customer service?

- a. Know your customer and their expectations
- b. Provide a service that outperforms your competition
- c. Always stay in communication with your customer
- d. Have a good attitude no matter what

How do you feel when one of your team associates causes your team to fail?

- a. Disappointed in the associate
- b. Frustrated with the associate
- c. Somewhat accountable for the failure
- d. Personally responsible for the failure