



# THE GOLD STANDARD OF CUSTOMER RELATIONS

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## Evaluation–Teen Workshop

*Please answer the following questions by rating yourself from 1 to 5 (1 = don't agree at all and 5 = I very much agree with the statement). Your answers should be based on how you feel now that you have completed the workshop.*

1. Customer relations are skills all employees should use.
  - 1 Don't agree at all
  - 2 Disagree
  - 3 Don't know
  - 4 Agree
  - 5 Very much agree
  
2. By choosing your attitude each day, you determine what kind of day you will have at work.
  - 1 Don't agree at all
  - 2 Disagree
  - 3 Don't know
  - 4 Agree
  - 5 Very much agree
  
3. The number one priority of all employees in a business should be to take care of the needs of the customer.
  - 1 Don't agree at all
  - 2 Disagree
  - 3 Don't know
  - 4 Agree
  - 5 Very much agree
  
4. An essential part of customer relations is to know about the products and services you and the business provide.
  - 1 Don't agree at all
  - 2 Disagree
  - 3 Don't know
  - 4 Agree
  - 5 Very much agree
  
5. It is important to know your community: the activities going on around town and the other businesses that are available.
  - 1 Don't agree at all
  - 2 Disagree
  - 3 Don't know
  - 4 Agree
  - 5 Very much agree



6. Customer relations is about treating others as you would like to be treated.

- 1 Don't agree at all
- 2 Disagree
- 3 Don't know
- 4 Agree
- 5 Very much agree

*Please answer the following questions.*

7. What did you learn today that you plan to use in the future?

8. What could be done to make this presentation better?