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Self appraisal answers examples for customer service

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	NA
Adaptability – Measures effectiveness in keeping abreast of new methods, techniques and tools required to develop new products and services, and to respond to new developments affecting B2B, and to work abroad.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Leadership – Measures effectiveness in understanding the needs of customers, employees, and other stakeholders; planning, organizing and coordinating effectively, and in motivating and motivating effectively.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Managing Change and Improvement – Measures effectiveness in identifying changes, adapting to necessary changes, and managing change, and in identifying and implementing change and improvement in the firm's processes.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Managing People and Resources – Measures effectiveness in developing with internal staff, external customers and suppliers, and in managing people and resources.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Personal Adaptability – Measures measures entrepreneurial behavior, self-awareness, and personality.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Dependability – Measures how well employees comply with company policies, and how well they respond to circumstances, consider trends of discipline and compliance.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Skills – Measures how well employees comply with company policies, and how well they respond to circumstances, consider trends of discipline and compliance.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Teamwork – Measures how well employees comply with company policies, and how well they respond to circumstances, consider trends of discipline and compliance.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business
Empathy – Measures how well employees comply with company policies, and how well they respond to circumstances, consider trends of discipline and compliance.	Generalized Entrepreneurial Social Business Entrepreneurial Social Business

Responding to Questions and Inquiries

Yes/No Question Type



<p>● Affirmative</p> <p><i>100% True/correct</i></p>	<p>A: I heard Japan has the 3rd highest GDP. Is that true?</p> <p>B: Yes, you're exactly right. Previously, Japan had the 2nd highest GDP but was overtaken by China in 2010 I believe.</p> <p>*Hint: Rather than just say one sentence, add more detail if you have knowledge about the subject.</p>
<p>● Semi-Affirmative</p> <p><i>Partially true/correct but conditions or requirements apply</i></p>	<p>A: I was wondering if you could send me an estimate for the cost of your services right away.</p> <p>B: Well, we offer a range of services and I believe I can give you an estimate by this afternoon. But first, I'll need to ask you some questions to find out which services would be most beneficial for you. From there, I can give you a general cost estimate.</p>
<p>■ Unsure/Unclear</p>	<p>A: <i>(Train accident occurred)</i> Will the train start moving soon? I'm in a hurry.</p> <p>B: Honestly, it's hard to say at this time. They are making sure everything is safe at a station up ahead. Usually this kind of problem is solved within 10 minutes or so.</p>
<p>✓ Variable (It depends on If...)</p> <p><i>There are various outcomes and possibilities. Describe the results of each choice.</i></p>	<p>A: What's the best way to get to Shibuya from Narita Airport?</p> <p>B: If you prefer reserved seating, a quick comfortable ride, and plenty of space for your luggage, I recommend taking the Narita Xpress from the Airport which goes directly to Shibuya.</p> <p>However, if you are on a budget you can take the Keisei line from Narita and transfer to the Yamanote line at Nippori.</p>
<p>◇ Semi-Negative</p> <p><i>Lightly negative. Offering a suggestion keeps the mood bright.</i></p>	<p>A: Is wasabi really spicy?</p> <p>B: In my opinion, it's not that spicy but why don't you try a little taste and see for yourself?</p>
<p>◇ Negative</p>	<p>A: We are from Denmark and we want to party! We are thinking to go to a Huka bar in Roppongi. Have you been there?</p> <p>B: No, I've never been there, but actually I think that's probably a bad idea. The employees at those types of bars are deceptive and can't be trusted. You will likely end up paying much more than you expect.</p>
<p>100% No. Give a logical explanation why this is the case.</p>	

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