

# Training Needs Assessment Questionnaire

## For Customer Service Staff

A **training needs assessment questionnaire** for customer service staff helps identify skill gaps and areas for improvement. This tool ensures tailored training programs that enhance employee performance and customer satisfaction. By analyzing responses, organizations can prioritize relevant development opportunities effectively.

Personal Information

Name:

Position/Title:

Department:

Skill Assessment

On a scale of 1 (needs significant improvement) to 5 (excellent), please rate your confidence and proficiency in the following areas:

1. Communication Skills:

1

2

3

4

5

2. Active Listening:

1

2

3

4

5

3. Product Knowledge:

1

2

3

4

5

4. Problem-Solving & Resolution:

1

2

3

4

5

5. Handling Difficult Customers:

1

2

3

4

5

Training Preferences

What training methods do you prefer? (Select all that apply)

Workshops

Online Courses

Job Shadowing

Mentoring/Coaching

Training Manuals

Open-Ended Questions

What do you consider your main strengths in customer service?

Which areas do you feel need further development or improvement?

Do you have any suggestions for future training topics or formats?

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