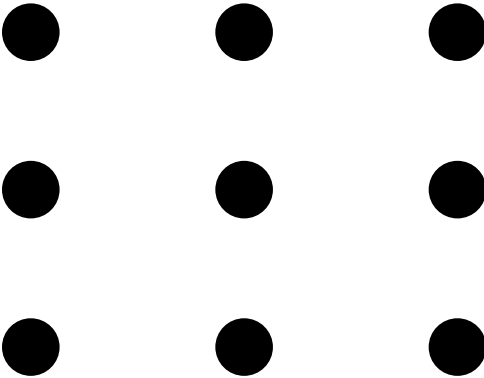


Customer Perspective Worksheet

The activities on this worksheet can help you see service from your customers' perspective.

The Nine Dot Puzzle

To solve this puzzle: Connect all nine dots. Use only four straight lines. Do not lift your pen off the paper.



Adopting Your Customers' Perspective

Seeing service through your customers' eyes can help you go beyond your regular job duties and find opportunities to deliver outstanding service.

Use the worksheet below to examine how your customers might view the service you provide.

1. **What I do:** List your major job duties.
2. **How my customer sees it:** Describe how your customer might view each one.

What I Do	How My Customer Sees It