

**Sell Yourself!** To be an exceptional customer service representative, you need to know yourself, and be competent in what you do. Learning is lifelong. Strive for excellence. Whether it be Technical/systems skills, Product and service knowledge, Customer knowledge, or Personal skills you should always have goals to improve on.

Your work will be an important part of your life and, hopefully, you will enjoy it. Knowledge of your strengths and personal attributes, or characteristics, can help suggest the types of positions for which you might be most suited.

Tell me who are you, but most important tell yourself who you are? Explore your personal interests by completing the following exercise.

Name:

List the top three things you do well.

- 1.
- 2.
- 3.

List the top three things you need to improve.

- 1.
- 2.
- 3.

Personal Attributes (Characteristics)

How does this attribute help you do well?

What are your greatest skills?

What are your greatest strengths?

What do you have the greatest knowledge about?

What things in life do you most highly value?

What are your interests? (What do you most like to do?)

What positions in “Customer Service” or Professional operations would be of most interest to you?

List two to three positions, and then explain what you might enjoy most about each position?