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Customer Service Training Needs Assessment

FICTIONAL EXAMPLE FOR ILLUSTRATION. NAMES, ADDRESSES AND NUMBERS ARE INVENTED.

Assess the current situation, identify gaps and prioritize practical actions. Support ratings with observations rather than assumptions.

Contact and reference

Organization using this document

Maple Street Community Center

Your name or contact reference *

Alex Rivera

Email for a reply if needed

alex.rivera@example.com

Information for this document

Area or process being assessed *

Covers the weekend youth program at the main hall from 1 to 14 November, including set-up and clean-up.

Current situation and evidence *

Photos of the entrance (3), the November sign-in sheets and the maintenance ticket MT-2026-0142.

Desired outcome or standard *

Reach more local families this year and support a youth reading program with visible community results.

Most important gap or concern *

(Free-text answer - not filled in for this example)

Likelihood of the concern occurring *

Medium

Potential impact *

Limited

Recommended action and owner *

Replaced the faulty door latch on 14 November; next review of the entrance checklist is due 1 December.

Next review date

November 14, 2026

Specific details

Role team and capabilities needed

Complete when relevant to this request.

Program coordinator

Current skill gaps priority tasks and suitable learning formats

Three years sorting donations and running intake at a food pantry. Current first-aid certificate. Comfortable with spreadsheets and speaking with the public.

Operating context

Organization branch or team concerned

Complete when relevant to this request.

Maple Street Community Center

Local requirements and constraints relevant to this document

(Free-text answer - not filled in for this example)

Team specific details

Customer service team queue or case reference

Complete when relevant to this request.

Operations

Response expectations escalation route and customer handover needs

(Free-text answer - not filled in for this example)

Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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