

How Business Friendly Are You?

from Working Relationships by Richard Luecking, Ellen Fabian, and George Tilson

On a scale of 1 to 5, use this quick tool to assess how “business friendly” you are.

1 = “rarely if ever” and 5 = “absolutely and without exception.”

As an employment specialist, I...

Rarely					Absolutely	
1	2	3	4	5		
1	2	3	4	5		Make customer service a personal priority
1	2	3	4	5		Am aware of and try to fulfill my organization’s mission and values
1	2	3	4	5		Look for ways to be business friendly in my everyday work
1	2	3	4	5		Continuously look for ways to make and maintain contacts in a variety of industries
1	2	3	4	5		Communicate, through my words and actions, the importance of customer service
1	2	3	4	5		Devote time to becoming more knowledgeable about business trends and employers in my community
1	2	3	4	5		Am active in local business organizations
1	2	3	4	5		Look for ways to make my daily actions more business friendly
1	2	3	4	5		Actively and enthusiastically participate in staff development and training activities
1	2	3	4	5		Understand and live up to my organization’s expectations for performance and customer service
1	2	3	4	5		Communicate ideas about how to improve customer service
1	2	3	4	5		Am willing to find ways to resolve problems
1	2	3	4	5		Am always looking out for possible job opportunities and business partners
1	2	3	4	5		Look for ways to make my services convenient and understandable to employers
1	2	3	4	5		Keep detailed records and use information gathered about job development opportunities and employer contacts
1	2	3	4	5		Dress professionally; keep my work space organized; and always try to be helpful and courteous to co-workers; clients; and employers
1	2	3	4	5		Suggest ways to improve my organization’s promotional materials
1	2	3	4	5		Solicit continuous feedback from employers

The areas you scored a 1 or 2 in, think of ways you can possible improve those areas to serve businesses more effectively