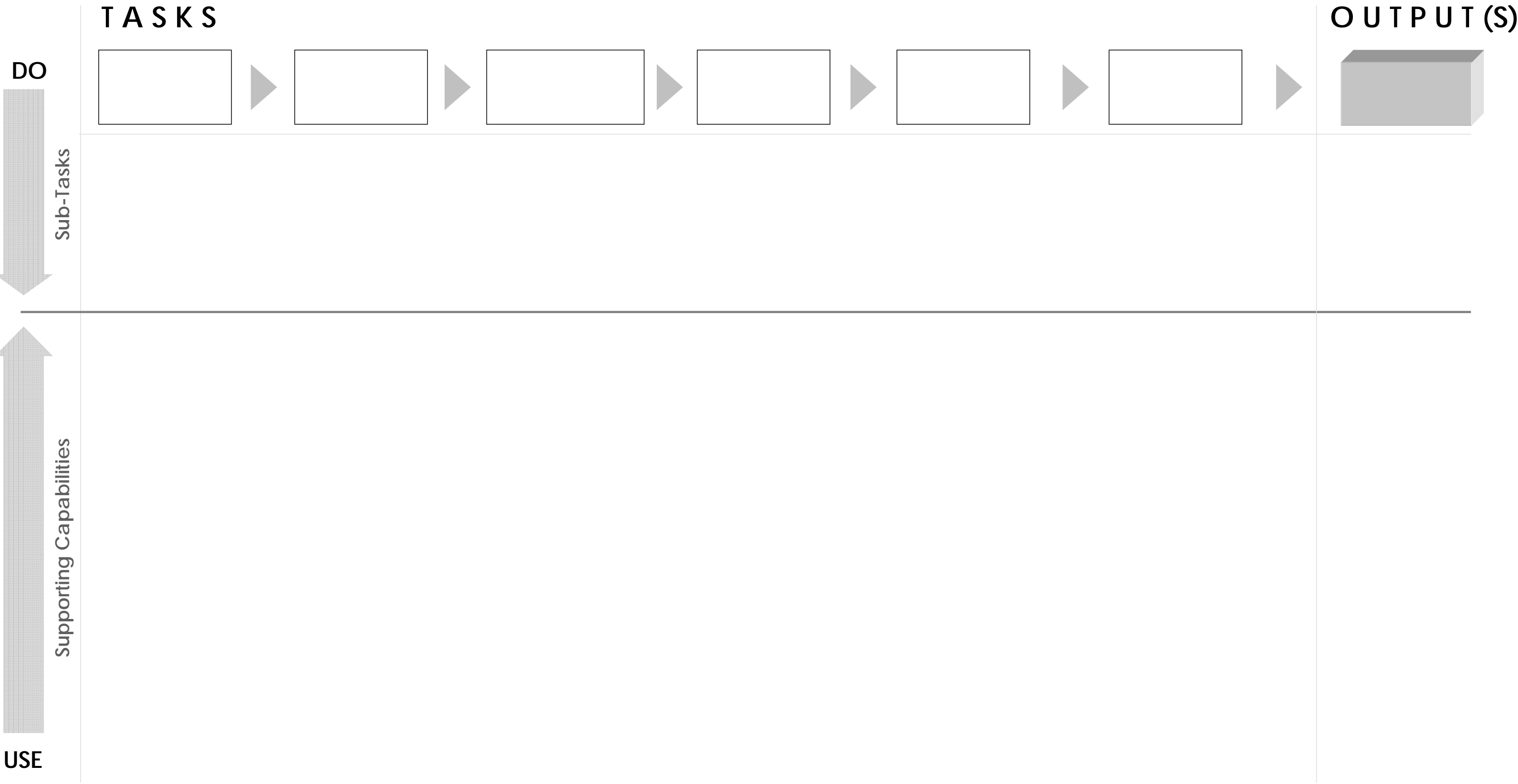




# Performance—Customer Service



### Resource Icon Key



- Tools
- Software



- Procedures
- Reference Docs



Prompt/Job Aid



Coach/Expert



- Training
- Qualification

Customer Service/ Counter Specialist

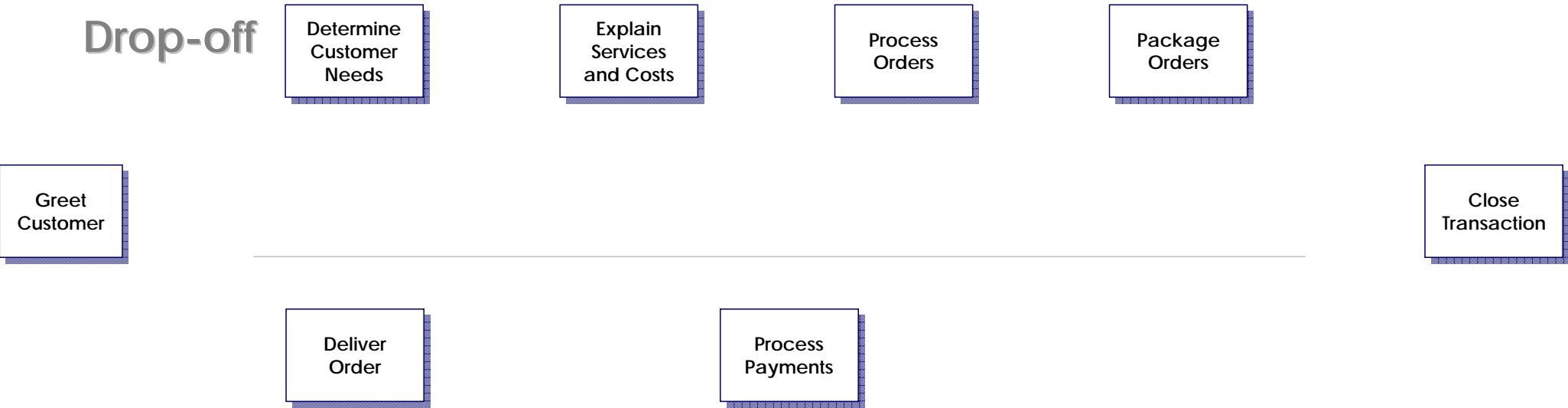


PERFORMANCE CAPABILITIES

(Defines capability to perform job duties as outlined by sub-points)

CUSTOMER SERVICE

OTHER



SUPPORTING CAPABILITIES

(Defines underlying capabilities that support one or many of the performance capabilities)

TECHNICAL

- Equipment
- Cleaning Processes & Materials
- Computer Systems/ Tools
- Paperwork

BUSINESS/ RETAIL

- Transactions
- Merchandising & Branding

INTERPERSONAL

- Skills
- Traits/ Characteristics

Customer Service/ Counter Specialist

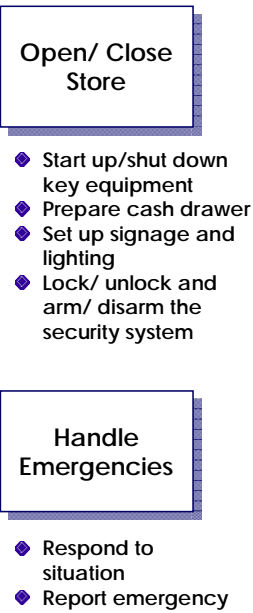
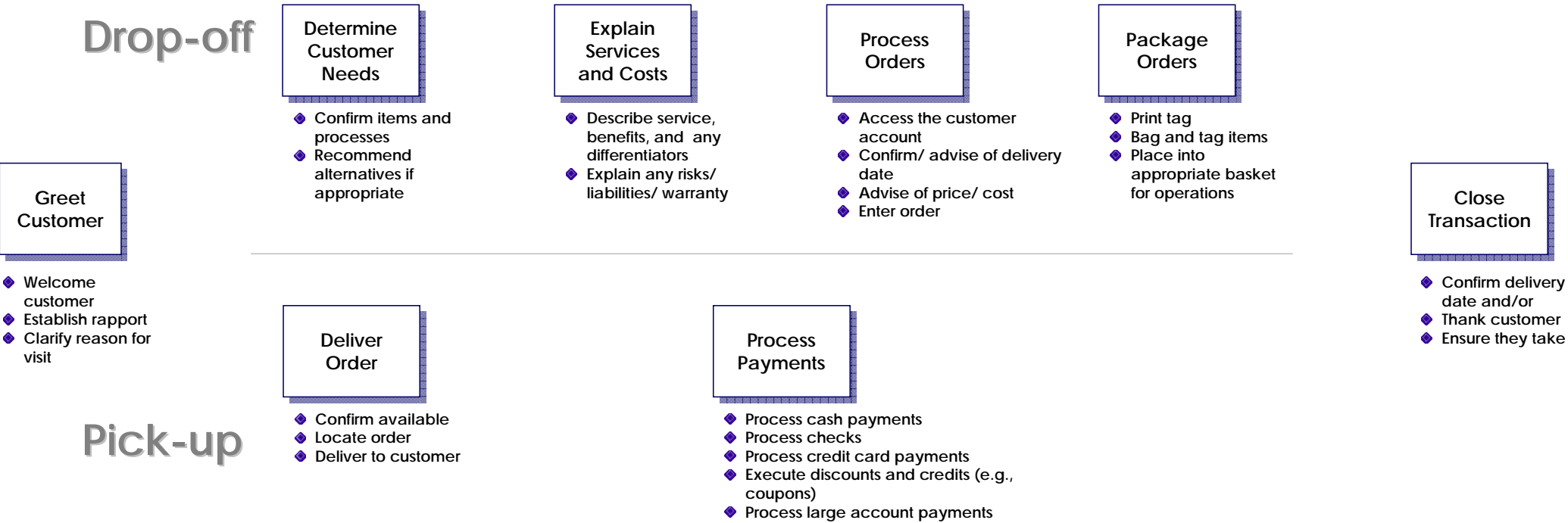


PERFORMANCE CAPABILITIES

(Defines capability to perform job duties as outlined by sub-points)

CUSTOMER SERVICE

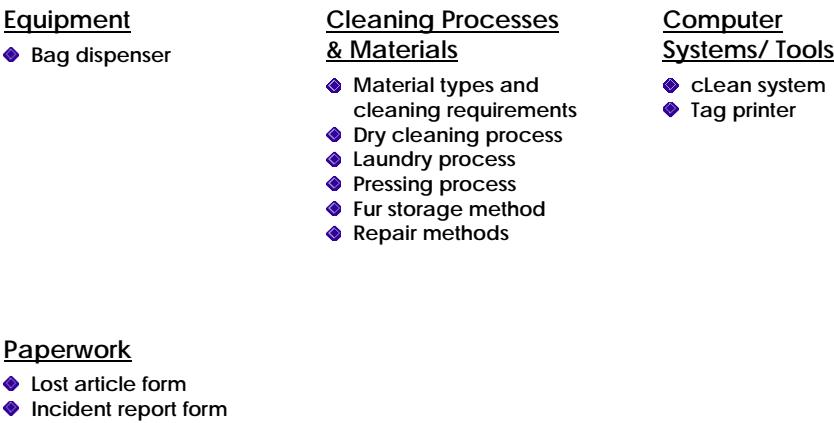
OTHER



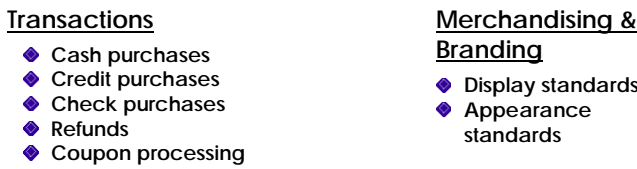
SUPPORTING CAPABILITIES

(Defines underlying capabilities that support one or many of the performance capabilities)

TECHNICAL



BUSINESS/ RETAIL



INTERPERSONAL

