

## What Type Of Customer Are You?

Reflect on how you interact with the suppliers or services you use and complete the quiz below to discover what type of customer you are:

Do you use professional and courteous language (thank you, please, excuse me etc.)?	Yes	No
Do you clearly outline your expectations and needs including stating your timelines?	Yes	No
Do you always haggle for the best price?	Yes	No
Do you understand the needs of your suppliers and what they require from you?	Yes	No
Do you provide feedback when something goes really well?	Yes	No
Are you conscious of catching your suppliers doing something right?	Yes	No
Do you actively recommend and refer friends/contacts to suppliers and services you have been happy with?	Yes	No
Are you happy to provide positive testimonials?	Yes	No
Do you moan about poor service but do nothing about it?	Yes	No
Are you impatient and quickly get frustrated when things don't go smoothly or supplier's systems/processes let you down?	Yes	No
Have you ever taken out this frustration on random customer service representatives?	Yes	No