**Scoreformulier klantbenadering / klantbehandeling**

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| **Naam leerling:** |  |
| **Leerling-nummer:** |  |
| **Datum:** |  |
| **Naam begeleider:** |  |

1. **Houding:**

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| Onvoldoende | Voldoende | Goed | Uitstekend |
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Toelichting: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Vriendelijkheid:**

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Toelichting: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Klantgerichtheid:**

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Toelichting: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Service:**

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Toelichting: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Informatieverstrekking:**

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| Onvoldoende | Voldoende | Goed | Uitstekend |
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Toelichting: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. **Professionaliteit**

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| Onvoldoende | Voldoende | Goed | Uitstekend |
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Toelichting: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………