

Employee Performance Assessment Form

Customer Service

This **employee performance assessment** form sample is designed specifically for customer service roles, providing detailed metrics to evaluate communication skills, problem-solving abilities, and overall service quality. It facilitates precise feedback and helps identify areas for improvement to enhance customer satisfaction. The form ensures a structured and comprehensive review process for effective employee development.

Employee Information

Employee Name	<input type="text"/>	Position/Role	<input type="text"/>
Department	<input type="text"/>	Assessment Period	<input type="text"/>
Reviewer	<input type="text"/>	Date	<input type="text"/>

Performance Criteria

Criteria	Description	Rating (1 - 5)	Comments
Communication Skills	Clearly and effectively communicates with customers; listens actively and provides accurate information.	<input type="text"/>	<input type="text"/>
Problem-Solving Ability	Analyses customer issues promptly and provides effective solutions.	<input type="text"/>	<input type="text"/>
Service Quality	Delivers high standard of support, ensuring customer satisfaction and professionalism at all times.	<input type="text"/>	<input type="text"/>
Teamwork	Collaborates effectively with team members and contributes positively to team goals.	<input type="text"/>	<input type="text"/>
Attendance & Punctuality	Consistently adheres to work schedules and is punctual.	<input type="text"/>	<input type="text"/>

Strengths

Describe the employee's key strengths in customer service.

Areas for Improvement

Identify specific areas where the employee can further develop.

Goals & Action Plan

Outline goals and actionable steps for the next review period.

Overall Assessment

Provide an overall summary of the employee's performance.

Submit Assessment