

Customer Service Performance Assessment Form

This **Customer Service Performance Assessment Form** sample template provides a structured way to evaluate employee effectiveness, communication skills, and problem-solving abilities. It helps managers identify strengths and areas for improvement to enhance overall customer satisfaction. Utilizing this form ensures consistent and fair performance reviews.

Employee Information			
Employee Name		Department	
Job Title		Review Period	
Reviewer Name			

Assessment Criteria		
Criteria	Rating (1-5)	Comments
Customer Interaction & Communication		
Professionalism & Attitude		
Problem-solving Skills		
Timeliness & Efficiency		
Product Knowledge		

Overall Performance Summary

Strengths

Areas for Improvement

Action Plan / Recommendations

Signatures			
Employee Signature		Date	
Reviewer Signature		Date	