

Customer Service Performance Evaluation Form Sample

Use this **Customer Service Performance Evaluation Form** sample to effectively assess and improve your team's service quality. It provides clear criteria to measure key performance indicators such as communication, problem-solving, and responsiveness. Regular evaluations help enhance customer satisfaction and team accountability.

Employee Information

Employee Name:

Reviewer Name:

Date of Evaluation:

Performance Criteria

Criteria	Excellent	Good	Average	Poor
Communication Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem-Solving Ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

Provide additional feedback here...

Action Plan/Recommendations

Suggestions for improvement...

Submit Evaluation