

Customer Service Quality Assessment Form Example

Improving **customer service quality** begins with an effective assessment form that evaluates key performance indicators. This example form helps businesses identify strengths and areas for improvement by gathering structured feedback. Utilizing such tools ensures consistent, high-quality support that enhances customer satisfaction.

Basic Information

Employee Name:

Evaluator Name:

Date of Assessment:

Service Criteria Evaluation

Criteria	Description	Rating (1=Poor, 5=Excellent)
Courtesy & Professionalism	Was the representative polite and respectful throughout the interaction?	<input type="text" value="1"/>
Knowledge & Competence	Did the representative provide accurate and complete information?	<input type="text" value="1"/>
Problem Resolution	Was the issue or inquiry resolved to the customer's satisfaction?	<input type="text" value="1"/>
Communication Skills	Was the representative clear, concise, and easy to understand?	<input type="text" value="1"/>
Timeliness	Was the service delivered in a timely manner?	<input type="text" value="1"/>

Comments & Suggestions

What did the representative do well?

Areas for improvement:

Additional remarks:

Submit Assessment