

Job Interview Assessment Form

Customer Service Role

This **job interview assessment form** sample is designed specifically for customer service roles, helping recruiters effectively evaluate candidates' communication skills, problem-solving abilities, and overall suitability. It streamlines the interview process by providing clear criteria tailored to customer service excellence. Utilizing this form ensures a consistent and objective assessment of potential employees.

Candidate Details

Candidate Name:

Date:

Interviewer:

Assessment Criteria

Criteria	Score (1-5)	Comments
Communication Skills	<input type="text"/>	<input type="text"/>
Problem-Solving Ability	<input type="text"/>	<input type="text"/>
Customer Focus & Empathy	<input type="text"/>	<input type="text"/>
Teamwork	<input type="text"/>	<input type="text"/>
Professionalism	<input type="text"/>	<input type="text"/>

General Impression & Recommendation

Candidate Strengths:

Areas for Improvement:

Overall Recommendation:

Hire