

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		
Problem-Solving Ability		
Customer Focus & Empathy		
Teamwork		
Professionalism		

General Impression & Recommendation

Candidate Strengths:

Areas for Improvement:

Overall Recommendation:

Hire

Submit Assessment