

Performance Appraisal Survey for Customer Service Employees

A **performance appraisal survey** for customer service employees evaluates their effectiveness in handling customer interactions, communication skills, and problem-solving abilities. This survey helps identify strengths and areas for improvement, ensuring better service delivery. Regular assessments foster employee development and enhance overall customer satisfaction.

Employee Information

Employee Name:

Reviewer Name:

Date:

Survey Questions

1. How effectively does the employee handle customer inquiries and resolve issues?

Excellent

2. Rate the employee's communication skills.

Excellent

3. How well does the employee demonstrate problem-solving abilities?

Excellent

4. What are the employee's key strengths?

5. Areas for improvement:

Additional Comments

Please provide any additional feedback here.

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