

# 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?

2. Rate the employee's communication skills.

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

4. What are the employee's key strengths?

5. Areas for improvement:

## Additional Comments

Please provide any additional feedback here.