

Customer Service Skills Evaluation Form

Use this **customer service skills evaluation form sample** to effectively assess the communication, problem-solving, and interpersonal abilities of your support team. This form helps identify strengths and areas for improvement, ensuring high-quality customer interactions. Implementing structured evaluations enhances overall service performance and customer satisfaction.

Employee Information

Name:	<input type="text"/>	Department:	<input type="text"/>
Position/Title:	<input type="text"/>	Date:	<input type="text"/>
Evaluator:	<input type="text"/>		

Skill Assessment

Skill Area	Evaluation Criteria	Rating (1-5)	Comments
Communication	Clarity, active listening, response accuracy	<input type="text"/>	<input type="text"/>
Problem Solving	Effectively identifies and resolves issues	<input type="text"/>	<input type="text"/>
Interpersonal Skills	Politeness, empathy, professional demeanor	<input type="text"/>	<input type="text"/>
Product Knowledge	Understands and explains products/services	<input type="text"/>	<input type="text"/>
Timeliness	Responds and resolves inquiries promptly	<input type="text"/>	<input type="text"/>

Overall Performance

Strengths:	<input type="text"/>
Areas for Improvement:	<input type="text"/>
Additional Comments:	<input type="text"/>

Submit Evaluation