

Employee Performance Evaluation Form

Customer Service Staff

Use this **employee performance evaluation form** sample to efficiently assess customer service skills, including communication, problem-solving, and professionalism. This form helps managers provide constructive feedback and identify areas for improvement. Implementing a structured evaluation ensures consistent and fair performance reviews for customer service staff.

Employee Information

Employee Name:

Position:

Review Date:

Performance Criteria

Criteria	Excellent	Good	Average	Needs Improvement
Communication Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem-Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Focus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teamwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Key Strengths:

Areas for Improvement:

Additional Comments:

Submit Evaluation