

Customer Service Training Assessment Survey

Enhance your team's skills with this comprehensive **customer service training assessment survey** form sample, designed to evaluate employee knowledge and effectiveness. The survey helps identify strengths and areas for improvement, ensuring tailored training programs. Utilize this tool to boost customer satisfaction and service quality consistently.

Employee Name:

Department:

Trainer/Supervisor Name:

1. Rate your understanding of our company's customer service standards:

-- Select --

2. How effective was the training in preparing you for real customer interactions?

-- Select --

3. How confident do you feel handling customer complaints or difficult situations?

-- Select --

4. Do you feel you have enough resources and information to resolve customer issues on your own?

-- Select --

5. What do you consider your greatest strengths in customer service?

6. Which areas do you feel you need more training or support in?

7. Please share any suggestions to improve our customer service training:

Submit Assessment