

Job Evaluation Form Sample for Customer Service Staff

A job evaluation form sample for customer service staff helps in assessing key skills, performance, and competencies required for the role. It provides a structured template to measure efficiency, communication, and problem-solving abilities. This form ensures consistent and fair evaluation across all employees in customer service positions.

Employee Information

Employee Name	Employee ID
Position	Department
Evaluation Period	Evaluator Name

Performance Criteria

Criteria	Description	Rating (1-5)	Comments
Communication Skills	Clearly and effectively communicates with customers and team members.		
Problem-Solving Ability	Handles customer issues and provides solutions efficiently.		
Product Knowledge	Demonstrates understanding of company products and services.		
Efficiency	Completes tasks accurately and in a timely manner.		
Teamwork	Works collaboratively with coworkers and supports team efforts.		
Customer Focus	Shows dedication to excellent customer service and satisfaction.		

Overall Performance Summary

Areas for Improvement

Goals / Action Plan

Signatures

Employee Signature	Date	
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Evaluator Signature		Date	
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