

# Detailed Customer Service Evaluation Form Sample PDF

Download our **detailed customer service evaluation form** sample PDF to accurately assess and improve your team's performance. This comprehensive template helps identify strengths and areas needing enhancement for exceptional customer satisfaction. Easily customizable, it is ideal for businesses aiming to elevate service quality.

## Preview: Customer Service Evaluation Form

Section	Criteria	Excellent	Good	Fair	Poor	Comments
Communication Skills	Clarity of Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
	Listening Ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Problem Solving	Effectiveness in Resolving Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Professionalism	Attitude and Politeness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Timeliness	Speed of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

## Additional Feedback

Provide any additional comments or suggestions here...

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