

Customer Service Interview Assessment Form

This **customer service interview assessment form** sample provides a structured way to evaluate candidates based on key performance indicators. It includes clear scoring criteria to ensure objective and consistent decision-making during the recruitment process. Using this form helps streamline candidate evaluation and enhances the quality of hires.

Candidate Information

Name:	<input type="text"/>	Date:	<input type="text"/>
Position:	<input type="text"/>	Interviewer:	<input type="text"/>

Assessment Criteria

Criteria	Description	Score (1-5)	Comments
Communication Skills	Clarity, tone, and ability to convey information effectively.	<input type="text"/>	<input type="text"/>
Problem Solving	Demonstrates logical thinking and effective resolution strategies.	<input type="text"/>	<input type="text"/>
Customer Focus	Shows empathy, patience, and a client-oriented approach.	<input type="text"/>	<input type="text"/>
Teamwork	Collaborates effectively and supports colleagues.	<input type="text"/>	<input type="text"/>
Adaptability	Adjusts well to changing demands and feedback.	<input type="text"/>	<input type="text"/>

Scoring Guide

- **1 - Poor:** Does not meet expectations.
- **2 - Fair:** Partially meets expectations; significant improvement needed.
- **3 - Good:** Meets expectations.
- **4 - Very Good:** Exceeds expectations in some areas.
- **5 - Excellent:** Consistently exceeds expectations.

Overall Comments & Recommendation

☐ Recommend Hire ☐ Consider for Hire ☐ Do Not Recommend