

Customer Service Performance Review Form

This **customer service performance review form** sample template is designed to evaluate and enhance the effectiveness of your support team. It provides a structured format to assess key skills, communication, and problem-solving abilities. Using this template ensures consistent feedback and helps identify areas for improvement.

Employee Information

Employee Name:

Reviewer Name:

Review Date:

Performance Criteria

Criteria	Rating (1-5)	Comments
Communication Skills	1 - Poor <input type="button" value="▼"/>	<input type="text"/>
Problem Solving	1 - Poor <input type="button" value="▼"/>	<input type="text"/>
Product Knowledge	1 - Poor <input type="button" value="▼"/>	<input type="text"/>
Timeliness of Support	1 - Poor <input type="button" value="▼"/>	<input type="text"/>
Customer Satisfaction	1 - Poor <input type="button" value="▼"/>	<input type="text"/>

Overall Comments and Recommendations

Write overall feedback, comments, and suggestions for improvement here.