

# Customer Service Training Evaluation Questionnaire Sample

Enhance your team's skills with this **customer service training evaluation questionnaire sample**, designed to measure the effectiveness of your training sessions. This tool helps identify strengths and areas for improvement by gathering valuable feedback from participants. Use it to optimize your customer service strategies and ensure exceptional client satisfaction.

Participant Information

Name (optional):

Department:

Training Content

1. The training objectives were clearly defined.

Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

2. The training content was relevant and useful to my job.

Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

Trainer Evaluation

3. The trainer was knowledgeable about the topic.

Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

4. The trainer encouraged participation and interaction.

Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

Overall Experience

5. The training improved my customer service skills.

Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

6. I am confident in applying what I have learned.

Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

Comments & Suggestions

What did you find most valuable about the training?

What can be improved?

Submit Evaluation