

Customer Service Performance Evaluation Form

The **customer service performance evaluation form** sample is designed to effectively assess the quality and efficiency of support provided by customer service representatives. This form helps managers identify strengths and areas for improvement to enhance overall customer satisfaction. Utilizing such evaluations ensures consistent service excellence and supports professional development.

Employee Information

Name:	<input type="text"/>
Employee ID:	<input type="text"/>
Evaluation Period:	<input type="text"/>
Evaluator:	<input type="text"/>

Performance Criteria

Criteria	Rating (1-5)	Comments
Communication Skills	<input type="text"/>	<input type="text"/>
Problem Solving	<input type="text"/>	<input type="text"/>
Product Knowledge	<input type="text"/>	<input type="text"/>
Efficiency	<input type="text"/>	<input type="text"/>
Customer Satisfaction	<input type="text"/>	<input type="text"/>

Overall Performance

Overall Comments:	<input type="text"/>
Strengths:	<input type="text"/>
Areas for Improvement:	<input type="text"/>

Signatures

Evaluator Signature:	<input type="text"/>	Date: _____
Employee Signature:	<input type="text"/>	Date: _____