

Customer Service Performance Feedback Form

Use this **performance feedback form** sample to effectively evaluate customer service representatives. It helps gather valuable insights on communication skills, problem-solving abilities, and overall customer satisfaction. Optimizing feedback fosters continuous improvement and enhances service quality.

Employee Name:

Reviewer Name:

Date:

Please rate the following areas on a scale of 1 (Needs Improvement) to 5 (Excellent):

Performance Criteria	1	2	3	4	5
Communication Skills	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Problem-Solving Abilities	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Customer Satisfaction	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Product Knowledge	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Professionalism	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

Strengths:

Describe key strengths demonstrated

Areas for Improvement:

Provide suggestions for growth

Additional Comments:

Any other observations or feedback

Submit Feedback