

Customer Service Competency Assessment Form

Enhance your hiring process with this **customer service competency assessment form sample**, designed to evaluate key skills and behaviors effectively. It provides a structured approach to measuring communication, problem-solving, and empathy in customer interactions. Use this form to identify top talent and improve overall service quality.

Date of Assessment:

Candidate Name:

Position Applied For:

Assessor Name:

Competency Evaluation

Competency	Rating (1â€“5)	Comments/Examples
Communication Skills	--Select--	
Problem-Solving	--Select--	
Empathy	--Select--	
Active Listening	--Select--	
Adaptability	--Select--	

Overall Recommendation

- Strongly Recommend**
- Recommend**
- Do Not Recommend**

Additional Comments:

Submit Assessment