

# 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	<div>--Select--</div>	<div></div>
Problem-Solving	<div>--Select--</div>	<div></div>
Empathy	<div>--Select--</div>	<div></div>
Active Listening	<div>--Select--</div>	<div></div>
Adaptability	<div>--Select--</div>	<div></div>

## Overall Recommendation

- ☐ Strongly Recommend
- ☐ Recommend
- ☐ Do Not Recommend

Additional Comments:

Submit Assessment