

Customer Service Employee Evaluation Form Sample

This **customer service employee evaluation form sample** provides a structured template to assess the performance and skills of customer service representatives. It helps managers identify strengths and areas for improvement, ensuring high-quality service standards. Utilizing this form promotes consistent feedback and professional development within the team.

Employee Information			
Name:	<input type="text"/>	Position:	<input type="text"/>
Department:	<input type="text"/>	Evaluation Date:	<input type="text"/>
Evaluator:	<input type="text"/>	Period Reviewed:	<input type="text"/>

Performance 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"/>
Attitude & Professionalism	<input type="text"/>	<input type="text"/>
Response Time	<input type="text"/>	<input type="text"/>
Teamwork	<input type="text"/>	<input type="text"/>

Overall Feedback
<input type="text"/>

Goals & Recommendations
<input type="text"/>

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