

Customer Service Performance Appraisal Questionnaire

The **customer service performance appraisal questionnaire** is a valuable tool designed to evaluate the effectiveness and quality of customer service representatives. It helps identify strengths and areas for improvement by measuring communication skills, problem-solving abilities, and customer satisfaction. Utilizing this questionnaire promotes enhanced service delivery and supports professional development.

General Information

Employee Name:

Reviewer Name:

Date:

Performance Criteria

1. Communication Skills:

☐ Excellent

☐ Good

☐ Average

☐ Needs Improvement

2. Problem-Solving Abilities:

☐ Excellent

☐ Good

☐ Average

☐ Needs Improvement

3. Customer Satisfaction:

☐ Excellent

☐ Good

☐ Average

☐ Needs Improvement

Comments and Suggestions

Additional comments or feedback:

Submit Appraisal