

Customer Service Performance Review Checklist

Use this **customer service performance review checklist** to effectively evaluate employee skills, communication, and problem-solving abilities. The checklist ensures consistent feedback and identifies areas for improvement. Implementing this tool helps enhance overall customer satisfaction and team productivity.

Employee Information

- Name: _____
- Review Period: _____
- Reviewer: _____
- Date: _____

Customer Interaction Skills

- Greets customers courteously and professionally
- Listens actively to customer concerns
- Demonstrates patience and empathy
- Maintains positive body language and tone

Communication Abilities

- Communicates clearly and effectively
- Provides accurate information
- Uses appropriate language for the customer
- Follows up with customers when required

Problem-Solving & Resolution

- Identifies customer needs accurately
- Offers suitable solutions promptly
- Handles challenging situations calmly
- Adheres to company policies and procedures

Teamwork & Dependability

- Collaborates effectively with coworkers
- Takes responsibility for actions and assignments
- Demonstrates reliability and punctuality

Areas for Improvement / Comments

Overall Performance Rating

- Exceeds Expectations
- Meets Expectations
- Needs Improvement

Note: This checklist can be customized to fit specific company needs and standards.