

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.