

Customer Service Representative Performance Evaluation Report

The **customer service representative performance evaluation report** provides a comprehensive analysis of an employee's effectiveness in handling client interactions and resolving issues. This report highlights key metrics such as response time, customer satisfaction, and communication skills. It serves as a valuable tool for improving team performance and ensuring high-quality customer support.

Employee Information

Name	John Doe
Employee ID	CSR-1058
Department	Customer Support
Evaluation Period	Jan 2024 - Jun 2024
Supervisor	Jane Smith

Key Performance Metrics

Metric	Target	Actual	Comments
Average Response Time	< 2 hours	1.5 hours	Met expectations
Customer Satisfaction Score	≥ 90%	92%	Exceeded target
Issue Resolution Rate	≥ 95%	96%	Performed well
Call Quality Score	≥ 85%	88%	Clear and professional communication

Strengths

- Timely responses to customer inquiries
- High customer satisfaction
- Excellent communication and listening skills
- Consistently meets or exceeds targets

Areas for Improvement

- Further training in handling complex technical issues
- Regular participation in team knowledge sharing

Supervisor's Comments

John demonstrates strong customer service abilities and is a valued member of the team. With continued focus on complex issue resolution and active engagement in team learning, his performance can reach even greater heights.

Employee Comments

I appreciate the resources provided and look forward to opportunities for further training. I aim to continue delivering excellent service to our customers.

Overall Evaluation

Exceeds Expectations

Signature (Supervisor): _____ Date: _____

Signature (Employee): _____ Date: _____