

Customer Service Training Evaluation Form

Use this **customer service training evaluation form** sample to effectively assess the skills and knowledge gained by participants. It helps identify strengths and areas for improvement, ensuring a high-quality training program. Gather valuable feedback to enhance your customer service training sessions.

Participant Information

Name:

Department:

Date:

Training Content

How would you rate the following aspects of the training?

Clarity of objectives:

 Excellent ▾

Relevance of materials:

 Excellent ▾

Trainer's effectiveness:

 Excellent ▾

Usefulness of activities/exercises:

 Excellent ▾

Learning Outcomes

What were the most valuable skills/knowledge you gained during this training?

Do you feel confident applying what you learned to your job?

Yes No

Suggestions & Feedback

What aspects of the training could be improved?

Additional comments or suggestions:

Submit Evaluation

