

# Customer Service Job Assessment Form

**Sample PDF Overview:** This **Customer Service Job Assessment Form** sample PDF is designed to efficiently evaluate candidates' skills and suitability for customer service positions. It includes structured criteria to assess communication, problem-solving, and interpersonal abilities. Use this form to streamline your hiring process and ensure high-quality recruitment.

## Candidate Information

Candidate Name	
Date	
Position Applied For	
Interviewer Name	

## Assessment Criteria

Criteria	Excellent	Good	Fair	Poor	Comments
Communication Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Problem-Solving Ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Interpersonal Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Product Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Adaptability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Strengths

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## Areas for Improvement

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## Additional Comments

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## Interviewer Recommendation

- Recommend for Hire
- Consider for Other Roles
- Do Not Recommend

Signature: \_\_\_\_\_ Date: \_\_\_\_\_