

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

Areas for Improvement

Additional Comments

Interviewer Recommendation

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

Signature: _____ Date: _____