

Self-Assessment Form Sample

Use this **self-assessment form sample** to help customer service representatives evaluate their skills, strengths, and areas for improvement. It promotes reflective practice, enabling better communication and problem-solving abilities. Regular use of the form enhances overall team performance and customer satisfaction.

Personal Details

Name:

Position/Title:

Date:

Skills Self-Assessment (Rate yourself from 1 - Needs Improvement to 5 - Excellent)

Skill/Competency	1	2	3	4	5
Product Knowledge	<input type="radio"/>				
Active Listening	<input type="radio"/>				
Problem Solving	<input type="radio"/>				
Communication Skills	<input type="radio"/>				
Time Management	<input type="radio"/>				
Teamwork	<input type="radio"/>				
Customer Empathy	<input type="radio"/>				

Strengths

Describe your key strengths as a customer service representative.

Areas for Improvement

Identify areas where you feel you could improve.

Development Goals

List your short-term and long-term development goals.

Support & Resources Needed

What support, training, or resources would help you reach your goals?

Additional Comments

Any other feedback or comments?

Submit Assessment