

Self-Evaluation Form

Customer Service Representative

A **self-evaluation form sample** for customer service representatives helps individuals assess their performance, identify strengths, and recognize areas for improvement. This tool promotes self-awareness and accountability, enabling representatives to provide high-quality support. It serves as a foundation for constructive feedback and professional growth.

Name:

Date:

1. Key Performance Areas

Performance Area	Self-Rating (1=Needs Improvement, 5=Excellent)	Comments / Examples
Customer Communication	<div>1</div>	<div></div>
Problem Solving & Resolution	<div>1</div>	<div></div>
Product/Service Knowledge	<div>1</div>	<div></div>
Team Collaboration	<div>1</div>	<div></div>
Time Management	<div>1</div>	<div></div>

2. Accomplishments

Please describe your key achievements in this review period:

3. Areas for Improvement

Identify areas you would like to improve and how you plan to address them:

4. Training & Development

What training, resources, or support would help you improve your performance?

5. Additional Comments

Any other feedback or comments:

Submit