

# Service Representative Performance Evaluation Form

Directions: Assess the service representative's performance over the evaluation period. Enter ratings (e.g., 1-5 or Needs Improvement, Meets Expectations, Exceeds Expectations) and comments in the text fields provided below.

## 1. General Information

Employee Name:  Date of Evaluation:   
Job Title:  Evaluation Period:   
Department:  Evaluator Name & Title:

## 2. Performance Category Evaluation

### Customer Interaction & Communication

Assesses the representative's ability to communicate clearly, politely, and effectively with customers.

Rating:   
Supporting Evidence / Comments:

### Problem Resolution & Technical Knowledge

Assesses product/service knowledge, accuracy of information provided, and efficiency in solving customer issues.

Rating:   
Supporting Evidence / Comments:

### Productivity & Efficiency

Assesses response times, ticket/call volume handled, and adherence to average handling time standards.

Rating:   
Supporting Evidence / Comments:

### Professionalism & Teamwork

Assesses attendance, punctuality, cooperation with team members, and adherence to company policies.

Rating:   
Supporting Evidence / Comments:

## 3. Overall Assessment and Goals

Overall Performance Rating:

Key Strengths:

Areas for Development:

Goals for the Next Evaluation Period:

## 4. Signatures

Signatures below indicate that the performance evaluation has been discussed.

Evaluator Signature:  Date:

Employee Signature:  Date: