

# Customer Service Performance Review Form

Directions: Please complete all sections of this evaluation form. This document is formatted for printing and physical filing.

## Employee Information

Employee Name:

Job Title:

Department:

Reviewer Name:

Review Period:

## Performance Evaluation

Rate the employee's performance on a scale from 1 (Unsatisfactory) to 5 (Outstanding) and provide supporting comments.

Performance Category	Rating (1-5)	Comments / Examples
<b>Communication Skills:</b> Listening, clarity, tone of voice, and professional written correspondence.	<input type="text"/>	<input type="text"/>
<b>Problem Solving:</b> Ability to resolve complaints, handle difficult callers, and find efficient solutions.	<input type="text"/>	<input type="text"/>
<b>Product Knowledge:</b> Understanding of company products, services, policies, and systems.	<input type="text"/>	<input type="text"/>
<b>Efficiency &amp; Speed:</b> Average handle time, response rate, and productivity metrics.	<input type="text"/>	<input type="text"/>
<b>Teamwork &amp; Attitude:</b> Collaboration with colleagues, adaptability, and positive workplace contribution.	<input type="text"/>	<input type="text"/>

## Overall Assessment & Goals

Key Strengths:

Areas for Improvement:

Goals for Next Review Period:

Overall Rating Score (Average):

## Acknowledgment and Signatures

Signatures below indicate that the performance review has been discussed. The employee's signature does not necessarily indicate agreement with the evaluation.

Reviewer Signature:  Date:

Employee Signature:  Date: