

Customer Service Training Feedback Sheet

Thank you for participating in our Customer Service Training. Please take a few minutes to fill out this feedback sheet to help us improve our training programs.

1. General Information

Participant Name:

Job Title / Department:

Training Date:

Trainer Name:

2. Training Evaluation

Please rate the following aspects of the training on a scale of 1 (Poor) to 5 (Excellent):

The training content was relevant and helpful for my role (1-5):

The trainer was clear, engaging, and knowledgeable (1-5):

The pace of the training was appropriate (1-5):

The practice scenarios and role-plays were useful (1-5):

Overall rating of this customer service training (1-5):

3. Open-Ended Feedback

What was the most valuable concept or technique you learned today?

Which customer service topics do you feel require more training or practice?

How do you plan to apply these customer service skills in your next shift?

Additional comments, suggestions, or feedback for the facilitator: