

## Customer service performance review

| Customer service employee                          |                          |                          |                          |                          |                          |
|----------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Reviewer                                           |                          |                          |                          |                          |                          |
| Reviewer's position                                |                          |                          |                          |                          |                          |
| Date of review                                     |                          |                          |                          |                          |                          |
|                                                    |                          |                          |                          |                          |                          |
| Characteristics                                    | 1                        | 2                        | 3                        | 4                        | 5                        |
| Employee is a good listener                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee has excellent problem solving skills      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee receives positive feedback from customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee shows expertise knowledge of the product  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee can handle difficult clients              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee has patience and isn't easily rattled     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee understands customer needs                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee takes initiative                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee addresses customer's needs without delay  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee treats customers with respect             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                    |                          |                          |                          |                          |                          |
| Reviewer's comments                                |                          |                          |                          |                          |                          |

# Cd Rates Review Customer Service

**Clifford Lane**



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