

# **Customer service performace review**

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

# <u>Viral Cozy Mystery Review Customer Service</u>

**Peipei Pang** 

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