

Customer Service Employee Review Evaluation

| | |
|-----------------------|-----------------------------|
| Employee Name: | Department: |
| Reviewer Name: | Position in Company: |

This document provides the necessary information we require to achieve a highly effective workplace. Please ensure you answer the following questions with honesty and integrity. Your responses will be documented along with those provided by your team.

Below we would like you to circle the accurate description for your customer service representative, please ensure you complete each line. Please be aware that the "N/A" section is for those individuals where this does not apply, should this be the case please circle "N/A".

Using the scale of 1-5 in this section 1 being "less likely" and 5 being "highly likely". Please circle the number in the end box or circle the "N/A" box.

Behaviour

| | | | | | | | |
|----|--|---|---|---|---|---|-----|
| 1 | Has the right attitude and is always positive | 1 | 2 | 3 | 4 | 5 | N/A |
| 2 | Deals with customers in a professional and friendly manner | 1 | 2 | 3 | 4 | 5 | N/A |
| 3 | Has a warm rapport with co-workers and customers | 1 | 2 | 3 | 4 | 5 | N/A |
| 4 | Is a people person and gets well with clients and co-workers | 1 | 2 | 3 | 4 | 5 | N/A |
| 5 | Answers the telephone with a smile on her face consistently | 1 | 2 | 3 | 4 | 5 | N/A |
| 6 | Has made a long standing relationship with clients who now go to him/her for problem resolutions | 1 | 2 | 3 | 4 | 5 | N/A |
| 7 | Able to admit when he/she does not have the knowledge to perform a certain task | 1 | 2 | 3 | 4 | 5 | N/A |
| 8 | Is a focused listener who is able to be empathetic | 1 | 2 | 3 | 4 | 5 | N/A |
| 9 | Adaptable when requiring the assistance of co-workers | 1 | 2 | 3 | 4 | 5 | N/A |
| 10 | Able to overcome objections and provide logical solutions | 1 | 2 | 3 | 4 | 5 | N/A |
| 11 | Knows when to ask for additional support from team management information | 1 | 2 | 3 | 4 | 5 | N/A |
| 12 | Is able to redefine the customer service process to meet clients' changing needs | 1 | 2 | 3 | 4 | 5 | N/A |
| 13 | Overcomes objections in a logical fashion | 1 | 2 | 3 | 4 | 5 | N/A |

Please list any areas where you feel this employee is doing particularly well.

| |
|--|
| |
|--|

Please list any areas where you feel this employee could improve.

| |
|--|
| |
|--|

Likability: Please list the three most likeable aspects of your customer service executive.

| | | |
|--|--|--|
| | | |
|--|--|--|

Goals: What three goals should your customer service executive focus on moving forward?

| | | |
|--|--|--|
| | | |
|--|--|--|

Reviewer Feedback:

| |
|--|
| |
| |
| |
| |

Reviewer's Signature:

Supervisor's Signature:

Date: