

SIMPLE CUSTOMER SERVICE PERFORMANCE APPRAISAL FORM

Customer Service Performance Appraisal Form

Performance Area	Competency	Weight	Specific content and explanation of indicators	Performance Rating					Self-evaluation score	Supervisor score	Overall Rating
Indicator	Competency Indicator	Weight	Specific content and explanation of indicators	1	2	3	4	5			
Professional Knowledge and Skills	Professional Knowledge	10	Master the professional knowledge (basic knowledge, technical knowledge, related knowledge) of the work	1	2	3	4	5			
	Professional Skill	10	Master the professional skills in position (basic professional skills)	1	2	3	4	5			
	Knowledge of Management and Business	5	Master the management knowledge in company (company culture, company strategy, company structure, company system, company information system, etc.) and related business knowledge	1	2	3	4	5			
	Problem Solving Ability	5	Use knowledge to solve problems (e.g. customer complaints, etc.) in the work	1	2	3	4	5			
	Communication Ability	5	Use communication skills to communicate with customers, colleagues, and superiors	1	2	3	4	5			
Business Skills	Business Skill	10	Master the business skill (e.g. sales, etc.) in the work	1	2	3	4	5			
	Customer Service	10	Master the customer service skill (e.g. customer service, etc.) in the work	1	2	3	4	5			
	Teamwork	10	Master the teamwork skill (e.g. teamwork, etc.) in the work	1	2	3	4	5			
	Business Ethics	10	Master the business ethics (e.g. business ethics, etc.) in the work	1	2	3	4	5			
	Business Development	10	Master the business development skill (e.g. business development, etc.) in the work	1	2	3	4	5			
Quality Management	Quality Management	10	Master the quality management skill (e.g. quality management, etc.) in the work	1	2	3	4	5			
	Quality Control	10	Master the quality control skill (e.g. quality control, etc.) in the work	1	2	3	4	5			
	Quality Improvement	10	Master the quality improvement skill (e.g. quality improvement, etc.) in the work	1	2	3	4	5			
	Quality Assurance	10	Master the quality assurance skill (e.g. quality assurance, etc.) in the work	1	2	3	4	5			
	Quality Management System	10	Master the quality management system skill (e.g. quality management system, etc.) in the work	1	2	3	4	5			
Self-Improvement	Self-Improvement	10	Master the self-improvement skill (e.g. self-improvement, etc.) in the work	1	2	3	4	5			
	Self-Motivation	10	Master the self-motivation skill (e.g. self-motivation, etc.) in the work	1	2	3	4	5			
	Self-Reflection	10	Master the self-reflection skill (e.g. self-reflection, etc.) in the work	1	2	3	4	5			
	Self-Management	10	Master the self-management skill (e.g. self-management, etc.) in the work	1	2	3	4	5			
	Self-Development	10	Master the self-development skill (e.g. self-development, etc.) in the work	1	2	3	4	5			

Signature: _____

Performance Evaluation For Customer Service

Lingjun Ying



Performance Evaluation For Customer Service:

Unveiling the Power of Verbal Art: An Psychological Sojourn through **Performance Evaluation For Customer Service**

In a global inundated with screens and the cacophony of instant communication, the profound power and emotional resonance of verbal art usually disappear in to obscurity, eclipsed by the regular barrage of sound and distractions. Yet, nestled within the musical pages of **Performance Evaluation For Customer Service**, a interesting function of fictional splendor that impulses with organic thoughts, lies an unique trip waiting to be embarked upon. Written by way of a virtuoso wordsmith, that mesmerizing opus books visitors on a mental odyssey, gently revealing the latent potential and profound affect embedded within the elaborate web of language. Within the heart-wrenching expanse of this evocative evaluation, we will embark upon an introspective exploration of the book is main themes, dissect its captivating writing design, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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