

CUSTOMER SERVICE PERFORMANCE REVIEW CHECKLIST

Name of the Customer Service Rep

Review Date



Performance Assessment

- Review two short customer conversations
- Give feedback
- Review two medium/long customer conversations
- Give feedback
- Assess customer service metrics



Confirm Strengths and Weaknesses

- Establish areas of strength
- Establish areas of improvement



Set Goals

- Brainstorming session
- Set SMART goals



Follow Up

- Follow-up on individual goals
- Set the date for the next performance review

Performance Review Comments Customer Service

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The Discourse of Customer Service Tweets Ursula Lutzky,2021-10-21 The Discourse of Customer Service Tweets studies the discursive and pragmatic features of customer service interactions making use of a corpus of over 1 5 million tweets from more than thirty different companies With Twitter being used as a professional service channel by many transport operators this book features an empirical analysis of British and Irish train companies and airlines that provide updates and travel assistance on the platform often on a 24 7 basis From managing crises in the midst of strike action to ensuring passengers feel comfortable on board Twitter allows transport operators to communicate with their customers in real time Analysing patterns of language use as well as platform specific features for their communicative functions Ursula Lutzky enhances our understanding of customers linguistic expectations on Twitter and of what makes for successful or unsuccessful interaction Of interest to anyone researching discourse analysis business communication and social media this book s findings pave the way for practical applications in customer service

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Competency-Based Performance Reviews Robin Kessler,2008-02-15 Managers working in today s organizations often focus more on results than on the people who achieve those results But regularly evaluating the performance of your employees is critical to improving the efficiency and output of your organization Performance reviews have changed significantly in the past few years Companies today are looking for the key characteristics known as competencies that help

the most successful people in their field to be so successful Managers and employees need to focus on those competencies especially during performance review discussions Competency Based Performance Reviews offers you a new and more effective way to handle performance reviews and to coach your employees to emphasize the knowledge skills and abilities that they have and the organization needs Most sophisticated U S and international employers are using competency based systems to select interview and evaluate the performance of employees Fortune 500 corporations such as American Express Anheuser Busch Coca Cola Disney Federal Express IBM Johnson Johnson and Pfizer are all looking for specific competencies This book will give you the guidance you need to Perform competency based reviews on your employees Help your team get the recognition they deserve in division meetings by providing the evidence to justify higher performance rankings Develop your own competencies and those of your employees Coach employees to recognize competency based accomplishments and advocate for themselves throughout the year Write smarter targeted competency based accomplishment statements to use on performance review forms By putting these competency based performance reviews into practice managers can strengthen their organizations their careers as well as the careers of their employees Competency Based Performance Reviews includes sample phrases to use on reviews as well as sample accomplishment statements to guide employees to improving and writing their own

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Marketing in Hospitality and Travel Pratap Dixit, 2025-02-20 Marketing in Hospitality and Travel is a comprehensive guidebook that explores the dynamic and evolving landscape of marketing within the hospitality and travel industries We blend theoretical insights with practical strategies offering a roadmap for professionals and businesses aiming to thrive in an increasingly competitive and consumer driven market We begin by exploring fundamental concepts of hospitality and travel marketing highlighting the unique challenges and opportunities faced by businesses in these sectors Our in depth analysis of consumer behavior market trends

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Business and Professional Communication Kelly M. Quintanilla, Shawn T. Wahl, 2019-01-02 Recipient of the 2020 Textbook Excellence Award from the Textbook Academic Authors Association TAA Business and Professional Communication provides students with the knowledge and skills they need to move from interview candidate to team member to leader Accessible coverage of new communication technology and social media prepares students to communicate effectively in real world settings With an emphasis on building skills for business writing and professional presentations this text empowers students to successfully handle important work related activities including job interviewing working in team strategically utilizing visual aids and providing feedback to supervisors

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United States. Congress. House. Committee on Transportation and Infrastructure, 2007

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