

# **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

**Katrin Zwirgmaier**



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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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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 **Operations**

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