

SIMPLE CUSTOMER SERVICE PERFORMANCE APPRAISAL FORM

Customer Service Performance Appraisal Form

Performance Area	Indicator	Weight	Description	Rating	Self-assessment	Supervisor's Rating	Comments
Overall	Supervisor's Rating	Weight	Description	Rating	Self-assessment	Supervisor's Rating	Comments
Professional Knowledge and Skills	Professional Knowledge	10	Assess the professional knowledge (basic knowledge, technical knowledge, related knowledge) of the staff	1 2 3 4 5			
	Professional Skill	10	Assess the professional skill in position (basic skill, professional skill)	1 2 3 4 5			
	Product Knowledge and Skill	5	Assess the product knowledge (basic knowledge, technical knowledge, related knowledge) of the staff	1 2 3 4 5			
	Product Knowledge	5	Assess the product knowledge (basic knowledge, technical knowledge, related knowledge) of the staff	1 2 3 4 5			
	Product Knowledge	5	Assess the product knowledge (basic knowledge, technical knowledge, related knowledge) of the staff	1 2 3 4 5			
Customer Service Skills	Customer Service Skill	10	Assess the customer service skill (basic skill, professional skill, related skill)	1 2 3 4 5			
	Customer Service Skill	10	Assess the customer service skill (basic skill, professional skill, related skill)	1 2 3 4 5			
	Customer Service Skill	10	Assess the customer service skill (basic skill, professional skill, related skill)	1 2 3 4 5			
	Customer Service Skill	10	Assess the customer service skill (basic skill, professional skill, related skill)	1 2 3 4 5			
	Customer Service Skill	10	Assess the customer service skill (basic skill, professional skill, related skill)	1 2 3 4 5			
Customer Service Attitude	Customer Service Attitude	10	Assess the customer service attitude (basic attitude, professional attitude, related attitude)	1 2 3 4 5			
	Customer Service Attitude	10	Assess the customer service attitude (basic attitude, professional attitude, related attitude)	1 2 3 4 5			
	Customer Service Attitude	10	Assess the customer service attitude (basic attitude, professional attitude, related attitude)	1 2 3 4 5			
	Customer Service Attitude	10	Assess the customer service attitude (basic attitude, professional attitude, related attitude)	1 2 3 4 5			
	Customer Service Attitude	10	Assess the customer service attitude (basic attitude, professional attitude, related attitude)	1 2 3 4 5			
Customer Service Performance	Customer Service Performance	10	Assess the customer service performance (basic performance, professional performance, related performance)	1 2 3 4 5			
	Customer Service Performance	10	Assess the customer service performance (basic performance, professional performance, related performance)	1 2 3 4 5			
	Customer Service Performance	10	Assess the customer service performance (basic performance, professional performance, related performance)	1 2 3 4 5			
	Customer Service Performance	10	Assess the customer service performance (basic performance, professional performance, related performance)	1 2 3 4 5			
	Customer Service Performance	10	Assess the customer service performance (basic performance, professional performance, related performance)	1 2 3 4 5			
Self-Improvement	Self-Improvement	10	Assess the self-improvement (basic self-improvement, professional self-improvement, related self-improvement)	1 2 3 4 5			
	Self-Improvement	10	Assess the self-improvement (basic self-improvement, professional self-improvement, related self-improvement)	1 2 3 4 5			
	Self-Improvement	10	Assess the self-improvement (basic self-improvement, professional self-improvement, related self-improvement)	1 2 3 4 5			
	Self-Improvement	10	Assess the self-improvement (basic self-improvement, professional self-improvement, related self-improvement)	1 2 3 4 5			
	Self-Improvement	10	Assess the self-improvement (basic self-improvement, professional self-improvement, related self-improvement)	1 2 3 4 5			
Overall Performance	Overall Performance	10	Assess the overall performance (basic performance, professional performance, related performance)	1 2 3 4 5			
	Overall Performance	10	Assess the overall performance (basic performance, professional performance, related performance)	1 2 3 4 5			
	Overall Performance	10	Assess the overall performance (basic performance, professional performance, related performance)	1 2 3 4 5			
	Overall Performance	10	Assess the overall performance (basic performance, professional performance, related performance)	1 2 3 4 5			
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