

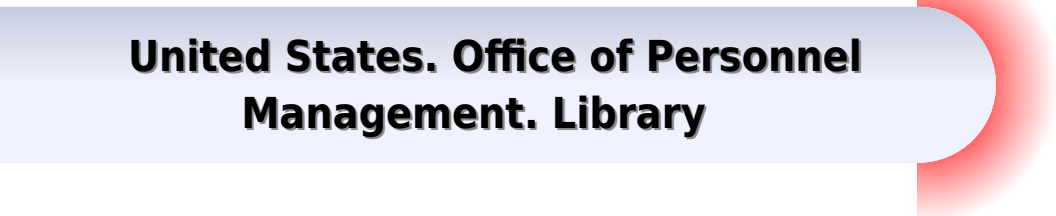
SIMPLE CUSTOMER SERVICE PERFORMANCE APPRAISAL FORM

Customer Service Performance Appraisal Form

Performance Area	Indicator	Weight	Description	Rating	Self-assessment	Supervisor's Rating	Comments
Overall Rating				1 2 3 4 5			
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			
	Customer Understanding and Response	10	Assess the understanding of customer needs, habits, and other factors, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Problem Solving Ability	10	Assess the ability to solve problems, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Communication Ability	10	Assess the ability to communicate with customers, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
Customer Service Attitude	Service Attitude	10	Assess the attitude of the staff in serving customers, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Quality	10	Assess the quality of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Efficiency	10	Assess the efficiency of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Effectiveness	10	Assess the effectiveness of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Satisfaction	10	Assess the satisfaction of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
Customer Service Performance	Service Performance	10	Assess the performance of the staff in serving customers, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Quality	10	Assess the quality of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Efficiency	10	Assess the efficiency of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Effectiveness	10	Assess the effectiveness of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Service Satisfaction	10	Assess the satisfaction of the staff's service, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
Self-Improvement	Self-Improvement	10	Assess the staff's ability to improve themselves, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Self-Improvement	10	Assess the staff's ability to improve themselves, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Self-Improvement	10	Assess the staff's ability to improve themselves, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Self-Improvement	10	Assess the staff's ability to improve themselves, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			
	Self-Improvement	10	Assess the staff's ability to improve themselves, and the ability to respond to customer needs, problems, and other issues	1 2 3 4 5			

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Performance Evaluation And Customer Satisfaction Of Public Sector Banks And New Generation Private Sector Banks In The Post Liberalised Era Dr

Aloysius O.C., The Human Resources Program-Evaluation Handbook Jack E. Edwards, John C. Scott, Nambury S. Raju, 2003-07-22 The Human Resources Program Evaluation Handbook is the first book to present state of the art procedures for evaluating and improving human resources programs Editors Jack E Edwards John C Scott and Nambury S Raju provide a user friendly yet scientifically rigorous how to guide to organizational program evaluation Integrating perspectives from a variety of human resources and organizational behavior programs a wide array of contributing professors consultants and governmental personnel successfully link scientific information to practical application Designed for academics and graduate students in industrial organizational psychology human resources management and business the handbook is also an essential resource for human resources professionals consultants and policy makers

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Customer Satisfaction Evaluation Evangelos Grigoroudis, Yannis Siskos, 2009-11-07 This important new work provides a comprehensive discussion of the customer satisfaction evaluation problem It presents an overview of the existing methodologies as well as the development and implementation of an original multicriteria method dubbed MUSA

Performance Evaluation in the Human Services Simon Slavin, Wayne Matheson, Kenneth Millar, Cornelius Van Dyk, 2014-03-18 Performance Evaluation in the Human Services is a practical specific book for managers on how to conduct performance evaluations The book moves beyond the traditional rating scale and focuses on a new model involving the employee in the evaluation process It stresses the need for evaluation scales to

match the job description in a manner that is educational future oriented and time saving Managers who must conduct performance reviews will find that this book presents a unique advancement on the use of behaviorally anchored rating scales for evaluation The authors focus on the developmental educational components of evaluation and stress employee empowerment as a result of evaluation The authors have created an employee review system with three core components The new appraisal model works on a One Size Fits All philosophy It can be applied to all employees while the exact evaluating qualities differ as each job description does Fundamental features of this new evaluative model include the use of the Benchmark concept a scale which indicates the level of the organization s expectations and balances the administrative evaluative components and professional developmental issues BARS Behaviorally Anchored Rating Scales CORE and A LA CARTE Dimensions which allows for evaluation of generic aspects of performance and job specific components the use of traditional approaches to evaluation such as trait based scales and forced comparison techniques The rating system in Performance Evaluation in the Human Services serves as a means of identifying areas for middle and upper managers to identify areas for employees professional growth and self development This approach is goal oriented and can change and grow with the employee and the organization Most importantly it is built by both staff and management to be used as a tool for working together to define specific job requirements and how these requirements can be met and evaluated

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Power Phrases for Performance Reviews Amanda Symonds, 2022-07-04 Are you responsible for conducting performance reviews Do you need a new set of positive statements and phrases to help you in

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approached this perennial staff issue and get excited about approaching their own customer service training in fresh new ways Janus Performance Management System Volume with CD Jon Warner,2002 Monthly Catalog of United States Government Publications ,1994 Department of Homeland Security Appropriations for 2011, Part 3, March 24, 2010, 111-1 Hearings ,2010 Department of Homeland Security Appropriations for 2011 United States. Congress. House. Committee on Appropriations. Subcommittee on Homeland Security,2010 **Research Anthology on Food Waste Reduction and Alternative Diets for Food and Nutrition Security** Management Association, Information Resources,2020-09-17 The world population is expected to increase exponentially within the next decade which means that the food demand will increase and so will waste production The increasing demand for food as well as changes in consumption habits have led to the greater availability and variety of food with a longer shelf life However there is a need for effective food waste management and food preservation as wasted food leads to overutilization of water and fossil fuels and increasing greenhouse gas emissions from the degradation of food The Research Anthology on Food Waste Reduction and Alternative Diets for Food and Nutrition Security explores methods for reducing waste and cutting food loss in order to help the environment and support local communities as well as solve issues including that of land space It also provides vital research on the development of plant based foods meat alternative diets and nutritional outcomes Highlighting a range of topics such as agricultural production food supply chains and sustainable diets this publication is an ideal reference source for policymakers sustainable developers politicians ecologists environmentalists corporate executives farmers and academicians seeking current research on food and nutrition security *Implementation of the Internal Revenue Service Restructuring and Reform Act* United States. Congress. House. Committee on Ways and Means. Subcommittee on Oversight,2001 *Personnel Literature* United States. Office of Personnel Management. Library,1994 **Advances in The Human Side of Service Engineering** Louis E. Freund,Wojciech Cellary,2017-06-16 This book explores the different ways in which human factors engineering influences organizations and enterprises well being and competitiveness It covers a wealth of interrelated topics such as service engineering service science human computer interaction service usability attitude and opinion assessment servicescape design and evaluation and training for service delivery Further topics include service systems modeling anthropology in service science and customer experience as well as ethical issues and the impact of an aging society Based on the AHFE 2017 International Conference on The Human Side of Service Engineering held on July 17 21 2017 in Los Angeles California USA the book provides readers with a comprehensive general view of current research and challenges in the important field of service engineering It also provides practical insights into the development of services for different kinds of organizations including health care organizations aviation providers manpower allocation hospitality and entertainment as well as banking and financial institutions

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