

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	Master the professional knowledge (basic knowledge, specialized knowledge, related knowledge) to 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 (basic knowledge, management knowledge, and business knowledge) to the work	1 2 3 4 5			
	Professional English Ability	5	Master the English ability in the work (basic English, specialized English, and related English)	1 2 3 4 5			
	Business Skills	5	Master the business skills (basic business skills, specialized business skills, and related business skills)	1 2 3 4 5			
Customer Service Skills	Customer Service Skills	10	Master the customer service skills (basic customer service skills, specialized customer service skills, and related customer service skills)	1 2 3 4 5			
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, specialized customer service skills, and related customer service skills)	1 2 3 4 5			
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, specialized customer service skills, and related customer service skills)	1 2 3 4 5			
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, specialized customer service skills, and related customer service skills)	1 2 3 4 5			
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, specialized customer service skills, and related customer service skills)	1 2 3 4 5			
Quality Management Skills	Quality Management Skills	10	Master the quality management skills (basic quality management skills, specialized quality management skills, and related quality management skills)	1 2 3 4 5			
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, specialized quality management skills, and related quality management skills)	1 2 3 4 5			
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, specialized quality management skills, and related quality management skills)	1 2 3 4 5			
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, specialized quality management skills, and related quality management skills)	1 2 3 4 5			
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, specialized quality management skills, and related quality management skills)	1 2 3 4 5			
Self-Improvement Skills	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, specialized self-improvement skills, and related self-improvement skills)	1 2 3 4 5			
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, specialized self-improvement skills, and related self-improvement skills)	1 2 3 4 5			
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, specialized self-improvement skills, and related self-improvement skills)	1 2 3 4 5			
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, specialized self-improvement skills, and related self-improvement skills)	1 2 3 4 5			
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, specialized self-improvement skills, and related self-improvement skills)	1 2 3 4 5			
Teamwork Skills	Teamwork Skills	10	Master the teamwork skills (basic teamwork skills, specialized teamwork skills, and related teamwork skills)	1 2 3 4 5			
	Teamwork Skills	10	Master the teamwork skills (basic teamwork skills, specialized teamwork skills, and related teamwork skills)	1 2 3 4 5			
	Teamwork Skills	10	Master the teamwork skills (basic teamwork skills, specialized teamwork skills, and related teamwork skills)	1 2 3 4 5			
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	Teamwork Skills	10	Master the teamwork skills (basic teamwork skills, specialized teamwork skills, and related teamwork skills)	1 2 3 4 5			
Overall Performance	Overall Performance	10	Master the overall performance skills (basic overall performance skills, specialized overall performance skills, and related overall performance skills)	1 2 3 4 5			
	Overall Performance	10	Master the overall performance skills (basic overall performance skills, specialized overall performance skills, and related overall performance skills)	1 2 3 4 5			
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	Overall Performance	10	Master the overall performance skills (basic overall performance skills, specialized overall performance skills, and related overall performance skills)	1 2 3 4 5			
	Overall Performance	10	Master the overall performance skills (basic overall performance skills, specialized overall performance skills, and related overall performance skills)	1 2 3 4 5			

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