

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

Sample Performance Review Phrases For Customer Service

Glenn Shepard



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3000 Power Words and Phrases for Effective Performance Reviews Sandra E. Lamb, 2013-08-27 A comprehensive yet accessible handbook for writing and conducting meaningful effective performance reviews geared toward managers of all levels from the author of *How to Write It* Performance reviews are one of the best tools managers have to shape company talent and culture develop strong channels of communication with employees and create systemic change In this pithy user friendly handbook author and writing teacher Sandra E Lamb lays out the best methods and proven tactics to administer productive evaluations that benefit both parties and the company Lamb teaches managers how to design scoring systems for employees prepare for and conduct in person and written reviews and use the right key words Covering both hard and soft skills this indispensable reference includes lists of powerful words and phrases that clearly describe positive and negative performance Featuring sections targeted to specific industries and jobs this guide empowers managers at all levels to master the art of performance reviews that achieve results

96 Great Interview Questions to Ask Before You Hire Paul Falcone, 2018-03-14 Why do so many promising job candidates turn out to be disappointing employees Learn how to consistently hire the right people at the right time for the right roles Every manager and human resources department has experienced a candidate whom they viewed as promising individuals full of potential turning out to be underwhelming employees Employment expert Paul Falcone supplies the tools you need to land top talent What is the applicant's motivation for changing jobs Do they consistently show initiative The third edition of this practical guide book is packed with interview questions to possibly ask candidates each designed to reveal the real person sitting across the table In *96 Great Interview Questions to Ask Before You Hire* Falcone shares strategic questions that uncover the qualities and key criteria you seek in your next hire including Achievement anchored questions Questions that gauge likeability and fit Pressure cooker questions Holistic questions that invite self assessment Questions tailored to sales mid level or senior management positions Complete with guidelines for analyzing answers asking follow up questions checking references and making winning offers *96 Great Interview Questions to Ask Before You Hire* covers the interviewing and hiring process from beginning to end leaving no stone unturned

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The Performance Appraisal Tool Kit Paul Falcone, Winston Tan, 2013-05-15 The key difference between a highly successful organization and one that just merely reaches its quarterly goals most of the time might very well be how they address performance reviews Are they just a perfunctory annual check off with no other goal than to justify salary increases or does the organization truly know how to manage and measure its employees performances to best impact a company's bottom line In The Performance Appraisal Tool Kit you will discover a customizable appraisal template covering the essential areas of performance and conduct and learn how they can adapt it to fit varying business strategies After all every organization is a unique entity therefore the performance appraisal plan must also be unique to its company To find the process that best increases efficiency and effectiveness in your workplace learn how to Profile ideal employee performance and behavior Design competencies that power performance both at the individual and enterprise level Drive future change by setting your organization's strategic direction Retool the appraisal as needed to ratchet up expectations over time There's nothing more valuable to a company in the long term than a motivated and dedicated workforce The Performance Appraisal Tool Kit gives you the resources you need to construct a performance appraisal program that will accommodate market changes revised priorities and increasing productivity targets and in the end will lift your organization to a higher level

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