

SIMPLE CUSTOMER SERVICE PERFORMANCE APPRAISAL FORM

Customer Service Performance Appraisal Form

Performance Area	Indicator	Weight	Description	Rating	Self-Appraisal	Supervisor	Overall Rating
Customer Service	Supervisor Indicator	Weight	Description	Rating	Self-Appraisal	Supervisor	Overall Rating
Product Knowledge and Skills	Product Knowledge	10	Assess the employee's knowledge about products, services, and company policies.	1 2 3 4 5			
	Product Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Product Understanding	10	Assess the employee's understanding of products, services, and company policies.	1 2 3 4 5			
	Product Expertise	10	Assess the employee's expertise in providing customer service.	1 2 3 4 5			
	Product Ability	10	Assess the employee's ability to provide customer service.	1 2 3 4 5			
Customer Service Skills	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
Customer Service Skills	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
Customer Service Skills	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
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Customer Service Skills	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
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Customer Service Skills	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
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	Customer Service Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			

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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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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 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 **Customer Service For Dummies** Karen Leland,Keith Bailey,2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such

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