

SIMPLE CUSTOMER SERVICE PERFORMANCE APPRAISAL FORM

Customer Service Performance Appraisal Form

Performance Area	Indicator	Weight	Description	Rating	Self-assessment	Supervisor's Rating	Comments
Customer Service	Supervisor's Rating	Weight	Description	Rating	Self-assessment	Supervisor's Rating	Comments
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 and Analysis	5	Assess the employee's understanding of products, services, and company policies.	1 2 3 4 5			
	Product Understanding	5	Assess the employee's understanding of products, services, and company policies.	1 2 3 4 5			
	Product Skills	5	Assess the employee's skills in providing customer service.	1 2 3 4 5			
Customer Service Skills	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
Customer Service Skills	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
Customer Service Skills	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
Customer Service Skills	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
Customer Service Skills	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			
	Customer Skills	10	Assess the employee's skills in providing customer service.	1 2 3 4 5			

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