

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 and Service Knowledge	Product knowledge	10	Demonstrate the product and service knowledge (basic knowledge, related knowledge, etc.)	1	2	3	4
	Product knowledge	10	Demonstrate the product and service knowledge (basic knowledge, related knowledge, etc.)	1	2	3	4
	Product knowledge	10	Demonstrate the product and service knowledge (basic knowledge, related knowledge, etc.)	1	2	3	4
	Product knowledge	10	Demonstrate the product and service knowledge (basic knowledge, related knowledge, etc.)	1	2	3	4
	Product knowledge	10	Demonstrate the product and service knowledge (basic knowledge, related knowledge, etc.)	1	2	3	4
Customer Service Skills	Customer service skills	10	Customer service skills (basic skills, related skills, etc.)	1	2	3	4
	Customer service skills	10	Customer service skills (basic skills, related skills, etc.)	1	2	3	4
	Customer service skills	10	Customer service skills (basic skills, related skills, etc.)	1	2	3	4
	Customer service skills	10	Customer service skills (basic skills, related skills, etc.)	1	2	3	4
	Customer service skills	10	Customer service skills (basic skills, related skills, etc.)	1	2	3	4
Customer Service Attitude	Customer service attitude	10	Customer service attitude (basic attitude, related attitude, etc.)	1	2	3	4
	Customer service attitude	10	Customer service attitude (basic attitude, related attitude, etc.)	1	2	3	4
	Customer service attitude	10	Customer service attitude (basic attitude, related attitude, etc.)	1	2	3	4
	Customer service attitude	10	Customer service attitude (basic attitude, related attitude, etc.)	1	2	3	4
	Customer service attitude	10	Customer service attitude (basic attitude, related attitude, etc.)	1	2	3	4
Customer Service Performance	Customer service performance	10	Customer service performance (basic performance, related performance, etc.)	1	2	3	4
	Customer service performance	10	Customer service performance (basic performance, related performance, etc.)	1	2	3	4
	Customer service performance	10	Customer service performance (basic performance, related performance, etc.)	1	2	3	4
	Customer service performance	10	Customer service performance (basic performance, related performance, etc.)	1	2	3	4
	Customer service performance	10	Customer service performance (basic performance, related performance, etc.)	1	2	3	4
Customer Service Improvement	Customer service improvement	10	Customer service improvement (basic improvement, related improvement, etc.)	1	2	3	4
	Customer service improvement	10	Customer service improvement (basic improvement, related improvement, etc.)	1	2	3	4
	Customer service improvement	10	Customer service improvement (basic improvement, related improvement, etc.)	1	2	3	4
	Customer service improvement	10	Customer service improvement (basic improvement, related improvement, etc.)	1	2	3	4
	Customer service improvement	10	Customer service improvement (basic improvement, related improvement, etc.)	1	2	3	4

Performance Evaluation For Customer Service

Dr Aloysius O.C



Performance Evaluation For Customer Service:

Performance Evaluation For Customer Service Book Review: Unveiling the Power of Words

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