

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

Mark Steyvers



Sample Performance Review Phrases For Customer Service:

Unveiling the Energy of Verbal Beauty: An Psychological Sojourn through **Sample Performance Review Phrases For Customer Service**

In a global inundated with screens and the cacophony of quick transmission, the profound energy and psychological resonance of verbal beauty usually diminish into obscurity, eclipsed by the continuous assault of sound and distractions. Yet, located within the musical pages of **Sample Performance Review Phrases For Customer Service**, a charming function of literary beauty that pulses with raw thoughts, lies an memorable journey waiting to be embarked upon. Published by a virtuoso wordsmith, that magical opus instructions readers on a psychological odyssey, delicately revealing the latent potential and profound influence embedded within the delicate web of language. Within the heart-wrenching expanse of this evocative evaluation, we shall embark upon an introspective exploration of the book is main themes, dissect its fascinating writing model, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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