

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 | | | |
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Performance Evaluation For Customer Service

Mike Jess



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