

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

Performance Review Comments Customer Service

**United States. Congress. House.
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electric power is given by the expression $P = \frac{W}{t} = \frac{V \times I \times t}{t} = VI$ according to ohm's law $V = IR$ where V potential difference I current
 R resistance

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web 12 1 the si unit of electric charge is coulomb c which is equivalent to the charge contained in nearly 6×10^{18} electrons we know that an electron possesses a negative charge of 1.6×10^{-19} c the electric current is expressed by a unit called ampere a named after the french scientist andre marie ampere 1775 1836

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