

SIMPLE CUSTOMER SERVICE PERFORMANCE APPRAISAL FORM

Customer Service Performance Appraisal Form

Performance Area	Indicator	Weight	Description	Rating	Self-Reflection	Comments				
Overall	Supervisor Indicator	Weight	Description	Rating	Self-Reflection	Comments				
Professional Knowledge and Skills	Professional Knowledge	10	Master the professional knowledge (basic knowledge, technical knowledge, related knowledge) of the work	1	2	3	4	5		
	Professional Skill	10	Master the professional skills in position (basic professional skills)	1	2	3	4	5		
	Knowledge of Management and Business	5	Master the management knowledge in company (company culture, company strategy, company structure, company system, company information system, etc.)	1	2	3	4	5		
	Professional English Ability	5	Master the English ability in the work (basic English, professional English, etc.)	1	2	3	4	5		
	Business Skills	5	Master the business skills (basic business skills, professional business skills, etc.)	1	2	3	4	5		
Customer Service Skills	Customer Service Skills	10	Master the customer service skills (basic customer service skills, professional customer service skills, etc.)	1	2	3	4	5		
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, professional customer service skills, etc.)	1	2	3	4	5		
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, professional customer service skills, etc.)	1	2	3	4	5		
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, professional customer service skills, etc.)	1	2	3	4	5		
	Customer Service Skills	10	Master the customer service skills (basic customer service skills, professional customer service skills, etc.)	1	2	3	4	5		
Quality Management Skills	Quality Management Skills	10	Master the quality management skills (basic quality management skills, professional quality management skills, etc.)	1	2	3	4	5		
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, professional quality management skills, etc.)	1	2	3	4	5		
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, professional quality management skills, etc.)	1	2	3	4	5		
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, professional quality management skills, etc.)	1	2	3	4	5		
	Quality Management Skills	10	Master the quality management skills (basic quality management skills, professional quality management skills, etc.)	1	2	3	4	5		
Self-Improvement Skills	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, professional self-improvement skills, etc.)	1	2	3	4	5		
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, professional self-improvement skills, etc.)	1	2	3	4	5		
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, professional self-improvement skills, etc.)	1	2	3	4	5		
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, professional self-improvement skills, etc.)	1	2	3	4	5		
	Self-Improvement Skills	10	Master the self-improvement skills (basic self-improvement skills, professional self-improvement skills, etc.)	1	2	3	4	5		
Overall Performance	Overall Performance	10	Master the overall performance (basic overall performance, professional overall performance, etc.)	1	2	3	4	5		
	Overall Performance	10	Master the overall performance (basic overall performance, professional overall performance, etc.)	1	2	3	4	5		
	Overall Performance	10	Master the overall performance (basic overall performance, professional overall performance, etc.)	1	2	3	4	5		
	Overall Performance	10	Master the overall performance (basic overall performance, professional overall performance, etc.)	1	2	3	4	5		
	Overall Performance	10	Master the overall performance (basic overall performance, professional overall performance, etc.)	1	2	3	4	5		

Performance Evaluation For Customer Service

**Francis Noe, Muzaffer Uysal, Vincent
Magnini**



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