# CUSTOMER SERVICE PERFORMANCE REVIEW CHECKLIST

Name of the Customer Service Rep Review Date



- 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**

John M. Bryson, Sharon Roe Anderson, Farnum K. Alston

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and employees need to focus on those competencies especially during performance review discussions Competency Based Performance Reviews offers you a new and more effective way to handle performance reviews and to coach your employees to emphasize the knowledge skills and abilities that they have and the organization needs Most sophisticated U S and international employers are using competency based systems to select interview and evaluate the performance of employees Fortune 500 corporations such as American Express Anheuser Busch Coca Cola Disney Federal Express IBM Johnson Johnson and Pfizer are all looking for specific competencies This book will give you the guidance you need to Perform competency based reviews on your employees Help your team get the recognition they deserve in division meetings by providing the evidence to justify higher performance rankings Develop your own competencies and those of your employees Coach employees to recognize competency based accomplishments and advocate for themselves throughout the year Write smarter targeted competency based accomplishment statements to use on performance review forms By putting these competency based performance reviews into practice managers can strengthen their organizations their careers as well as the careers of their employees Competency Based Performance Reviews includes sample phrases to use on reviews as well as sample accomplishment statements to guide employees to improving and writing their own Implementing and Sustaining Your Strategic Plan John M. Bryson, Sharon Roe Anderson, Farnum K. Alston, 2011-08-09 Based on John Bryson's acclaimed comprehensive approach to strategic planning the Implementing and Sustaining Your Strategic Plan workbook provides a step by step process tools techniques and worksheets to help successfully implement manage and troubleshoot an organization's strategy over the long haul This new and immensely practical workbook helps organizations work through the typical challenges of leading implementation for sustained change It spotlights the importance of effective leadership for long term successful strategic plan implementation The authors include a wealth of tools designed to help with goal and objective setting budgeting stakeholder analysis prior ity reconciliation strategies in practice special leadership roles cultural changes and more The workbook's conceptual framework step by step process and worksheets can be applied in a variety of ways It can be used as a whole or selected parts can be used by board members boards of directors senior management teams implementation teams and task forces on a regular basis throughout the process of sustained implementation. The workbook s individual worksheets or combinations of worksheets can be used as needed to address a variety of implementation related Marketing in Hospitality and Travel Pratap Dixit, 2025-02-20 Marketing in Hospitality and Travel is a tasks comprehensive guidebook that explores the dynamic and evolving landscape of marketing within the hospitality and travel industries We blend theoretical insights with practical strategies offering a roadmap for professionals and businesses aiming to thrive in an increasingly competitive and consumer driven market We begin by exploring fundamental concepts of hospitality and travel marketing highlighting the unique challenges and opportunities faced by businesses in these sectors Our in depth analysis of consumer behavior market trends and industry dynamics lays the foundation for strategic decision

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