

# **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 Evaluation Phrases For Customer Service

**Stephanie Lyster, Anne Arthur**



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**Power Phrases for Performance Reviews** Amanda Symonds, 2022-07-04 Are you responsible for conducting performance reviews Do you need a new set of positive statements and phrases to help you in your role We have produced ready to use phrases for you to adapt Tips for Performance Reviews including positive openers power verbs and phrases for tactfully discussing a pay rise Performance evaluation questions for Accounting Customer Service Executives HR IT Marketing PM Sales and Teachers More 300 power phrases for effective performance reviews broken down into categories Accuracy Analytical Skills Attendance Punctuality Attention to Detail Cooperation Communication Skills Conflict Management Creativity Dependability Flexibility Forward Thinking Initiative Leadership Problem Solving Quality of Work Teamwork Time Management Work Ethic Work Habits and other areas This book is designed to save you time and assist you to produce more effective performance reviews evaluations **3000 Power Words and Phrases for Effective**

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