

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

Sample Performance Review Phrases For Customer Service

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3000 Power Words and Phrases for Effective Performance Reviews Sandra E. Lamb, 2013-08-27 A comprehensive yet accessible handbook for writing and conducting meaningful effective performance reviews geared toward managers of all levels from the author of *How to Write It* Performance reviews are one of the best tools managers have to shape company talent and culture develop strong channels of communication with employees and create systemic change In this pithy user friendly handbook author and writing teacher Sandra E Lamb lays out the best methods and proven tactics to administer productive evaluations that benefit both parties and the company Lamb teaches managers how to design scoring systems for employees prepare for and conduct in person and written reviews and use the right key words Covering both hard and soft skills this indispensable reference includes lists of powerful words and phrases that clearly describe positive and negative performance Featuring sections targeted to specific industries and jobs this guide empowers managers at all levels to master the art of performance reviews that achieve results

96 Great Interview Questions to Ask Before You Hire Paul Falcone, 2018-03-14 Why do so many promising job candidates turn out to be disappointing employees Learn how to consistently hire the right people at the right time for the right roles Every manager and human resources department has experienced a candidate whom they viewed as promising individuals full of potential turning out to be underwhelming employees Employment expert Paul Falcone supplies the tools you need to land top talent What is the applicant's motivation for changing jobs Do they consistently show initiative The third edition of this practical guide book is packed with interview questions to possibly ask candidates each designed to reveal the real person sitting across the table In *96 Great Interview Questions to Ask Before You Hire* Falcone shares strategic questions that uncover the qualities and key criteria you seek in your next hire including Achievement anchored questions Questions that gauge likeability and fit Pressure cooker questions Holistic questions that invite self assessment Questions tailored to sales mid level or senior management positions Complete with guidelines for analyzing answers asking follow up questions checking references and making winning offers *96 Great Interview Questions to Ask Before You Hire* covers the interviewing and hiring process from beginning to end leaving no stone unturned

Competency-Based Performance Reviews (EasyRead Super Large 18pt Edition), **Competency-Based Performance Reviews** Robin Kessler, 2009-04-02 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 and interview their employees as well as evaluate the performance of those 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 Competency Based Performance Reviews includes sample phrases to use on reviews as well as sample accomplishment statements to help employees write and improve their own *How To Say It Performance*

Reviews Meryl Runion, Janelle Brittain, 2006-12-05 Written by two top business trainers this guide reveals the strategies and language skills needed to make the most of performance appraisals for both the reviewers and the reviewed It breaks the process into five simple steps and explains what to say with hundreds of winning phrases organized by topic and hundreds of counterproductive phrases too Also included is advice on preparing an agenda body language and tone of voice plus true success and horror stories *199 Pre-written Employee Performance Appraisals* Stephanie Lyster, Anne Arthur, 2007 No matter what type of business or even nonprofit organization you are managing a written performance appraisal is good management Employee reviews can serve as a platform for employees to bring forth questions and concerns This can help increase employee dedication creativity and job satisfaction Reviews allow you to evaluate employees for increased responsibilities and future promotions You will have written records of your employees performance get more productivity and clearly set compensation Employee appraisals are critical to your organization but are time consuming to write This new book and companion CD ROM is your solution You will produce professional quality performance reviews in minutes The book provides over 199 pre written employee phrases you can insert into a blank employee appraisal form The evaluations are professional constructive and direct See the accompanying CD ROM for 25 different categories to evaluate your employee in Each category includes at least 8 different phrases you can choose from to describe your employees performance in that category Pick and choose which categories you would like to include in your employees performance appraisal and how you want to describe your employees performance in that category and then just insert them all into the prepared appraisal form The companion CD ROM is included with the print version of this book however is not available for download with the electronic version It may be obtained separately by contacting Atlantic Publishing Group at sales atlantic pub com Atlantic Publishing is a small independent publishing company based in Ocala Florida Founded over twenty years ago in the company president s garage Atlantic Publishing has grown to become a renowned resource for non fiction books Today over 450 titles are in print covering subjects such as small business healthy living management finance careers and real estate Atlantic Publishing prides itself on producing award winning high quality manuals that give readers up to date pertinent information real world examples and case studies with expert advice Every book has resources contact information and web sites of the products or companies discussed Business and Professional Communication Kelly M. Quintanilla, Shawn T. Wahl, 2019-01-02 Recipient of the 2020 Textbook Excellence Award from the Textbook Academic Authors Association TAA Business and Professional Communication provides students with the knowledge and skills they need to move from interview candidate to team member to leader Accessible coverage of new communication technology and social media prepares students to communicate effectively in real world settings With an emphasis on building skills for business writing and professional presentations this text empowers students to successfully handle important work related activities including job interviewing working in team strategically utilizing visual aids and providing feedback to supervisors

The Manager's Communication Toolbox Everett Chasen, Bob Putnam, 2012-11-29 The Manager's Communication Toolbox focuses on management development by improving communication for new managers as well as more experienced professionals Like a star baseball player every good manager should aim to be a five tool expert Reading writing speaking listening and thinking are basic skills for any employee but the manager who stands out is the manager who commands these skills To improve your standing with your employees and superiors it's essential to understand each of these areas of communication In The Manager's Communication Toolbox the authors offer tips checklists and examples along with other expert testimony for best practices Over the years the practice of these skills has changed as a result of technology Everyone emails these days but in this book the authors dig deeper into what to say when to say it and how to say it in a business setting Rethink your thinking skills find more time in your day by being more aware of your tendencies And for everyone who worries about giving speeches and making presentations find out how to improve and the steps you can take to show off your managerial communication skills

Competency-Based Performance Reviews (EasyRead Large Bold Edition) Robin Kessler, 2008 Managers working in today's organizations often focus more on results than on the people who achieve those results But regularly evaluating the performance of your employees is critical to improving the efficiency and output of your organization Performance reviews have changed significantly in the past few years Companies today are looking for the key characteristics known as competencies that help the most successful people in their field to be so successful Managers and employees need to focus on those competencies especially during performance review discussions

The Performance Appraisal Tool Kit Paul Falcone, Winston Tan, 2013-05-15 The key difference between a highly successful organization and one that just merely reaches its quarterly goals most of the time might very well be how they address performance reviews Are they just a perfunctory annual check off with no other goal than to justify salary increases or does the organization truly know how to manage and measure its employees performances to best impact a company's bottom line In The Performance Appraisal Tool Kit you will discover a customizable appraisal template covering the essential areas of performance and conduct and learn how they can adapt it to fit varying business strategies After all every organization is a unique entity therefore the performance appraisal plan must also be unique to its company To find the process that best increases efficiency and effectiveness in your workplace learn how to Profile ideal employee performance and behavior Design competencies that power performance both at the individual and enterprise level Drive future change by setting your organization's strategic direction Retool the appraisal as needed to ratchet up expectations over time There's nothing more valuable to a company in the long term than a motivated and dedicated workforce The Performance Appraisal Tool Kit gives you the resources you need to construct a performance appraisal program that will accommodate market changes revised priorities and increasing productivity targets and in the end will lift your organization to a higher level

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