**CUSTOMER SERVICE PERFORMANCE REVIEW**

Customer service employee:

Reviewer:

Reviewer’s position:

Date of review:

| **Characteristic/ Criteria** | **1** | **2** | **3** | **4** | **5** |
| --- | --- | --- | --- | --- | --- |
| Employee is a good listener. |  |  |  |  |  |
| Employee has excellent problem solving skills. |  |  |  |  |  |
| Employee receives positive feedback from customers |  |  |  |  |  |
| Employee shows expertise knowledge of the product  |  |  |  |  |  |
| Employee can handle difficult clients |  |  |  |  |  |
| Employee has patience and isn't easily rattled |  |  |  |  |  |
| Employee understands customer needs |  |  |  |  |  |
| Employee takes initiative |  |  |  |  |  |
| Employee addresses customer's needs without delay |  |  |  |  |  |
| Employee treats customers with respect  |  |  |  |  |  |

**Reviewer’s comments**:

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| --- |

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