

Customer service performance review

Customer service employee					
Reviewer					
Reviewer's position					
Date of review					
Characteristics	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					

Weekly Ad Review Customer Service

Daniela Niemeyer



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Guide: 2000+ Ready-to-Use Prompts for Every Creator, Founder & Professional Shreekant Pratap Singh, 2025-11-07

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Branded! Bernie Brennan, Lori Schafer, 2010-09-16 Written through the eyes of retail and technology executives Branded explores retailers who are successfully implementing social media and mobility strategies Market leading retailers are engaging technology savvy customers through social media and mobility Branded reveals how these digital communication channels are an extension of a retailer's culture and strategy resulting in building brand equity Comprehensive reviews of Starbucks Zappos Wet Seal Macy's 1 800 Flowers.com JCPenney Pizza Hut and Best Buy are featured Branded Provides a clear review of social media as well as the rapid changes in the development and use of mobility Demonstrates why retailers cannot wait and see and must move rapidly Shows how each company's social media and mobility initiatives are based on the individual personality of the company Discusses sophisticated analytic tools that enable retailers to measure their performance and make informed decisions on the data [Business Review Weekly](#), 2003

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