

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					

Act Practice Review Customer Service

Jin-Ying Zhang



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