



Performance review template 3: Customer service focus

Employee information

- Employee name:
- Job title:
- Department:
- Review period:
- Reviewer:

Self-evaluation

- Customer service achievements: (Employees list their achievements in customer service, such as handling difficult situations or receiving positive feedback)
- Challenges in customer service: (Employees reflect on customer service challenges and how they managed them)
- Goals for next period: (Goals focused on enhancing customer service skills and outcomes)

Supervisor Comments

- Customer service evaluation: (Supervisor assesses the employee's customer service performance, noting strengths and areas for improvement)
- Client feedback: (Incorporate specific client feedback as part of the evaluation)
- Developmental feedback: (Suggestions for improving customer service skills and handling future challenges)

Overall Performance Summary

- Summary: (A brief summary of the employee's customer service performance, with balanced feedback)
- Rating: (Optional: Use a rating scale to quantify customer service performance)

Goal-Setting for Next Period

- Customer service goals: (Specific goals aimed at improving customer service quality and client satisfaction in the coming period)