

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

Performance Review Comments Customer Service

Clemens Wendtner



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Congress, Second Session United States. Congress. House. Committee on National Security. Special Oversight Panel on
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Status of the Nation's Waters, Including Wetlands, Under the Jurisdiction of the Federal Water Pollution Control Act United States. Congress. House. Committee on Transportation and Infrastructure, 2007

Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board, 1996

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