

| **Customer Service   Performance Review** |
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**Employee info:**

Name:\_\_\_\_\_\_\_\_\_\_\_ Department:\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position:\_\_\_\_\_\_\_\_\_\_\_\_  
  
**Score each (1-5):**

|  | 1 | 2 | 3 | 4 | 5 |
| --- | --- | --- | --- | --- | --- |
| **Handling Difficult Customers** |  |  |  |  |  |
| **Communication** |  |  |  |  |  |
| **Patience & Respect** |  |  |  |  |  |

Comments:

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