CUSTOMER SERVICE PERFORMANCE REVIEW CHECKLIST

Name of the Customer Service Rep Review Date



- 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 Evaluation Phrases For Customer Service

Emilie Sanchez

Performance Evaluation Phrases For Customer Service:

Performance Evaluation Phrases For Customer Service Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has be more apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Performance Evaluation Phrases For Customer Service**," compiled by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we will delve to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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