

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee has excellent problem solving skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee receives positive feedback from customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee shows expertise knowledge of the product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee can handle difficult clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee has patience and isn't easily rattled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee understands customer needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee takes initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee addresses customer's needs without delay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee treats customers with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reviewer's comments					

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G Orfield



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Catalog. Supplement - Food and Nutrition

Information and Educational Materials Center Food and Nutrition Information and Educational Materials Center (U.S.),

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Routledge Handbook of Service Research Insights and Ideas offers authoritative coverage of current scholarship in the expanding discipline of service research Original chapters from the world s leading specialists in the discipline explore foundations and innovations in services highlighting important issues relating to service providers customers and service design The volume goes beyond previous publications by drawing together material from different functional areas including marketing human resource management and service process design and operations These topics are important in helping readers become knowledgeable about how different functional areas interact to create a successful customer experience This book is ideal as a first port of call for postgraduate students desiring to get up to speed quickly in the services discipline It is also a must read for academics new to services who want to access cutting edge research **California Management**

Review ,2000 Journal of Marketing ,1999 Apr issues for 1940 42 include Papers and proceedings of the semi annual Dec meeting of the American Marketing Association 1939 41 *Directory* International Society of Hospitality Consultants,1999

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