

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 Evaluation Phrases For Customer Service

Roman Wölfel

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Perfect Phrases for Customer Service, Second Edition Robert Bacal,2010-11-10 THE RIGHT PHRASE FOR EVERY SITUATION EVERY TIME You ve heard it a million times The customer is always right But let s face it sometimes the customer is misinformed confused or downright difficult The ability to handle such customers is what separates the serious professional from the average employee Perfect Phrases for Customer Service second edition provides the language you need for everyday customer service situations and includes simple effective techniques that can help you meet even the most demanding customer needs Master the most effective words and phrases for Defusing bad situations before they get worse Handling complaints patiently and professionally Satisfying customers and increasing sales Building long term relationships with important customers

Notice and Posting System ,1996-07

Perfect Phrases for School Administrators

Christine Canning Wilson,2009-12-11 Find the right words to communicate with teachers other educators personnel vendors and more Perfect Phrases for School Administrators contains features the key words phrases acronyms jargon and buzzwords used in the field of education and training You can use these words to write teacher evaluations settle union issues and contract disputes deal with vendors and sales reps communicate effectively with staff deescalate grievances and more

Human Resources for the Non-HR Manager Carol T. Kulik,Carol T Kulik,Elissa Perry,2004-06-30 Human Resources for the Non HR Manager appeals to anyone interested in management issues The book explains why human resource issues are increasing the responsibilities of front line managers rather than the HR department Chapters present the basics of HR including the fundamentals of hiring performance appraisal reward systems and disciplinary systems so that any manager regardless of his or her background or functional area can approach these parts of the job with confidence The book also covers the latest developments in equal opportunity law and describes the manager s responsibilities in controlling sexual harassment and managing diverse employees including older workers and employees with disabilities Each chapter s material is firmly grounded in the current HR academic literature but the book s friendly conversational tone conveys basic principles of good practice without technical jargon Designed to make the material more accessible and personally relevant the book includes the following special features Manager s Checkpoints a series of questions that help the reader apply the material to his or her own organizational context Boxes that describe real life examples of how companies respond to HR challenges For Further Reading references to articles published in outlets that bridge the academic practitioner divide Manager s Knots presented in a question and answer format these describe typical managerial problems take the reader into some of the gray ambiguous areas of HR and suggest ways to apply the chapter material to real life managerial dilemmas

Federal Register ,2013-12 Customer Service Excellence ,1994 FCC Record United States. Federal

Communications Commission,1993 **Customer Driven Healthcare** Ed Chaplin,John Terninko,2000 Chaplin medical director at Continental Rehabilitation Hospital in San Diego and Terninko a QFD trainer and consultant explain how Quality

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