

## Customer service performance review

|  |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Customer service employee                          |                          |                          |                          |                          |                          |
| Reviewer   |                          |                          |                          |                          |                          |
| Reviewer's position                                |                          |                          |                          |                          |                          |
| Date of review                                     |                          |                          |                          |                          |                          |
| <b>Characteristics</b>                             | <b>1</b>                 | <b>2</b>                 | <b>3</b>                 | <b>4</b>                 | <b>5</b>                 |
| Employee is a good listener                        | <input type="checkbox"/> |
| Employee has excellent problem solving skills      | <input type="checkbox"/> |
| Employee receives positive feedback from customers | <input type="checkbox"/> |
| Employee shows expertise knowledge of the product  | <input type="checkbox"/> |
| Employee can handle difficult clients              | <input type="checkbox"/> |
| Employee has patience and isn't easily rattled     | <input type="checkbox"/> |
| Employee understands customer needs                | <input type="checkbox"/> |
| Employee takes initiative                          | <input type="checkbox"/> |
| Employee addresses customer's needs without delay  | <input type="checkbox"/> |
| Employee treats customers with respect             | <input type="checkbox"/> |

Reviewer's comments

# Act Practice Review Customer Service

**Marco Cascella**



## **Act Practice Review Customer Service:**

**Customer Service Intelligence** Lynn Van der Wagen,Merilynn Van Der Wagen,2007-10-08 Customer Service Intelligence uses a wide range of management and educational theories to provide different approaches that can be incorporated as part of the customer service trainer s toolkit Concepts such as emotional intelligence behaviour modification role modelling dimensions of procedure and conviviality expectancy theory socio cultural concepts of service community customer service as dynamic object in activity theory Zen mindfulness all form the basis of training design in different contexts Some trainers are dealing with new employees in fast food environments others are retraining engineers in customer service provision as part of a strategic marketing initiative This book enables the trainer to review the context for training and select the most appropriate approach to take The training design is thus carefully thought through for maximum impact on the audience Professionalism in customer service training is essential for the growth of many industries This complex and challenging task is assisted by these perspectives recommendations and case studies

Court Decisions Relating to the National Labor Relations Act ,1984 *Fire and Emergency Services Administration: Management and Leadership Practices includes Navigate Advantage Access* L. Charles Smeby Jr.,2021-03-22 Fire and Emergency Services Administration Management and Leadership Practices Third Edition provides aspiring and current chief officers who administer manage or lead fire emergency medical services EMS rescue and or emergency management organizations with the knowledge to make policy decisions and the skills needed to lead their organizations through progressive change

**Federal Register Index** ,2005 **Using the Law in Social Work** Robert Johns,Jacqueline Harry,2025-12-12 A core function of social work is to assist empower and protect the most vulnerable in society requiring social workers to often make decisions in complex and challenging situations This book helps social workers understand their statutory duties keep up to date with relevant law legislation and legal processes and learn how to apply this knowledge to social work practice Using jargon free language it provides a grounding in legally appropriate rights based social work across services for children and families and child protection adult care law youth justice court work professional regulation and human rights **The**

**Miscellaneous Reports** ,1928 **Congressional Record** United States. Congress,1977 The Congressional Record is the official record of the proceedings and debates of the United States Congress It is published daily when Congress is in session The Congressional Record began publication in 1873 Debates for sessions prior to 1873 are recorded in The Debates and Proceedings in the Congress of the United States 1789 1824 the Register of Debates in Congress 1824 1837 and the Congressional Globe 1833 1873 Ten Years' Digest, 1891 to 1900, of All the Cases Reported in the Law Reports and in the Weekly Notes : from the Commencement of 1891 (when the Twenty-five Years' Digest Ends) to the End of 1900 : Together with References to the More Important Statutes, Rules, and Orders and Parliamentary Papers Affecting the Profession, Passed Or Issued During the Same Period ,1901 **The New Irish Jurist and Local Government Review** ,1901 **The**

**Speaker, the Liberal Review** ,1898      **The Solicitors' Journal and Weekly Reporter** ,1913      **The Code of Civil Procedure of the State of California** California,Charles Howard Fairall,1916      **The Indian Decisions (New Series)** ,1914      **Index of the Periodical Dental Literature Published in the English Language** ,1921      *Abbott's Digest of All the New York Reports* Austin Abbott,1925      *Kaye-Martin V. Brooks* ,1959      Uniform Administrative Procedure Act National Conference of Commissioners on Uniform State Laws,1943      *Parliamentary Debates (Hansard)*. Great Britain. Parliament. House of Commons,1917 Contains the 4th session of the 28th Parliament through the session of the Parliament

**The National Bankruptcy Register Reports** ,1875      **The Victorian Law Reports** Victoria. Supreme Court,1914

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