

Customer Service Employee Self-Assessment Sheet

Employee Information

Name

Position

Department

Date

Self-Assessment Criteria

Criteria	Self-Rating (1-5)	Comments
Communication Skills	<input type="text"/>	<input type="text"/>
Problem-Solving	<input type="text"/>	<input type="text"/>
Product Knowledge	<input type="text"/>	<input type="text"/>
Handling Difficult Customers	<input type="text"/>	<input type="text"/>
Teamwork & Collaboration	<input type="text"/>	<input type="text"/>
Time Management	<input type="text"/>	<input type="text"/>

Key Strengths

Areas for Improvement

Goals for Next Period