

Customer Service Interview Assessment Sheet

Candidate Name:

Interviewer Name:

Date:

Position Applied For:

| Criteria | Score (1-5) | Comments |
|---------------------------------------|-------------|-------------|
| Communication Skills | <div></div> | <div></div> |
| Problem Solving | <div></div> | <div></div> |
| Empathy & Patience | <div></div> | <div></div> |
| Product Knowledge | <div></div> | <div></div> |
| Ability to Handle Difficult Customers | <div></div> | <div></div> |
| Teamwork | <div></div> | <div></div> |

Strengths:

Areas for Improvement:

Overall Impression:

Recommendation:

