

# Flight Attendant Customer Service Assessment Form

## Flight Details

Flight Attendant Name

Flight Number

Date

Evaluator Name

## Customer Service Assessment

Criteria	Excellent	Good	Fair	Poor
Greeting/Welcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attentiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance/Grooming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Comments/Feedback

Additional Comments