

Call Center Performance Appraisal

EMPLOYEE INFORMATION

Name

Employee ID

Position

Department

Appraisal Period

Date

Appraiser Name

PERFORMANCE CRITERIA

Criteria	Rating	Comments
Quality of Service	<input type="text"/>	<input type="text"/>
Call Handling Time	<input type="text"/>	<input type="text"/>
Product Knowledge	<input type="text"/>	<input type="text"/>
Communication Skills	<input type="text"/>	<input type="text"/>
Attendance & Punctuality	<input type="text"/>	<input type="text"/>

Teamwork	<div data-bbox="592 156 965 199"></div>	<div data-bbox="991 91 1390 188"></div>
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OVERALL COMMENTS

EMPLOYEE COMMENTS

SIGNATURES

Employee Signature

Date

Appraiser Signature

Date