Performance review phrases for customer service

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Performance review guides

Almost every position has a customer in one form or another – internal or external. Customer service is now a core attribute that employees *must* possess. In many roles, it is an absolute and will have a direct impact on revenue.

In this section of the free performance evaluation tutorial, you will discover dozens of positive and negative customer satisfaction performance evaluation phrases.

Positive Phrases

Bill takes great pride in his work.

Phil skillfully overcomes client objections.

Jim has consistently high marks on his customer satisfaction surveys.

Paula understands the latitude to ensure customer satisfaction and does everything necessary to retain customers.

Lenny is able to handle his clients well and does not have any complaints against him.

Tom is adept at having happy customers and successfully upselling them at the same time.

Teri deals with customer complaints with a calm demeanor. Teri is very good at handling difficult situations with customers.

Paul works with customers very well. He is very good at dealing with irate customers in a calm and rational manner.

Employee Evaluation Phrases For Customer Service

SJ Ball

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