

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

Lawrence Polsky, Antoine Gerschel



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Power Phrases for Performance Reviews Amanda Symonds, 2022-07-04 Are you responsible for conducting performance reviews Do you need a new set of positive statements and phrases to help you in your role We have produced ready to use phrases for you to adapt Tips for Performance Reviews including positive openers power verbs and phrases for tactfully discussing a pay rise Performance evaluation questions for Accounting Customer Service Executives HR IT Marketing PM Sales and Teachers More 300 power phrases for effective performance reviews broken down into categories Accuracy Analytical Skills Attendance Punctuality Attention to Detail Cooperation Communication Skills Conflict Management Creativity Dependability Flexibility Forward Thinking Initiative Leadership Problem Solving Quality of Work Teamwork Time Management Work Ethic Work Habits and other areas This book is designed to save you time and assist you to produce more effective performance reviews evaluations [101 Sample Write-Ups for Documenting Employee Performance Problems](#) Paul Falcone, 2017-07-12 Whether you re addressing an initial infraction or handling termination worthy transgressions you need to be 100 percent confident that every employee encounter is clear fair and most importantly legal Thankfully HR expert Paul Falcone has provided this wide ranging resource that explains in detail the disciplinary process and provides ready to use documents that eliminate stress and second guessing about what to do and say In 101 Sample Write Ups for Documenting Employee Performance Problems Falcone includes expertly crafted easily customizable write ups that address sexual harassment absenteeism insubordination drug or alcohol abuse substandard work email and phone misuse teamwork issues managerial misconduct confidentiality breaches social media abuse and more With each sample document also including a performance improvement plan outcomes and consequences and a section of employee rebuttal it s easy to see why this guide makes life for managers and HR personnel significantly easier when it comes to addressing employee performance issues **3000 Power Words and Phrases for Effective Performance Reviews** Sandra E. Lamb, 2013-08-27 A comprehensive yet accessible handbook for writing and conducting meaningful effective performance reviews geared toward managers of all levels from the author of How to Write It Performance reviews are one of the best tools managers have to shape company talent and culture develop strong channels of communication with employees and create systemic change In this pithy user friendly handbook author and writing teacher Sandra E Lamb lays out the best methods and proven tactics to administer productive evaluations that benefit both parties and the company Lamb teaches managers how to design scoring systems for employees prepare for and conduct in person and written reviews and use the right key words Covering both hard and soft skills this indispensable reference includes lists of powerful words and phrases that clearly describe positive and negative performance Featuring sections targeted to specific industries and jobs this guide empowers managers at all levels to master the art of performance reviews that achieve results

Performance Appraisal Phrase Book Corey Sandler, Janice Keefe, 2003-11-01 You ll never struggle with performance

appraisals again Do you dread writing employee performance evaluations Do you struggle for hours to find just the right words of praise avoid repetition and tread the fine line between constructive and criticism Performance Appraisal Phrase Book makes it easy for you Featuring concise sections on how to write the evaluation handle tricky legal issues and verbally discuss the evaluation this book also includes a directory of thousands of words and phrases appropriate for any type of written evaluation You ll be able to find just the right way to assess Accuracy and attention to detail Quality of work Work habits Teamwork and interpersonal skills Timeliness of work Work attitude With Performance Appraisal Phrase Book at your desk you ll get through reviews in a snap and have plenty of time left to accomplish all your other managerial duties **If It Wasn't for the Customers I'd Really Like This Job** Robert Bacal,2011-02-28 Bacal provides a practical guide to dealing with nasty hostile angry and even abusive customers He gives you the skills and confidence to deal with the most troublesome of customers **Perfect Phrases for Customer Service, Second Edition** Robert Bacal,2010-11-10 THE RIGHT PHRASE FOR EVERY SITUATION EVERY TIME You ve heard it a million times The customer is always right But let s face it sometimes the customer is misinformed confused or downright difficult The ability to handle such customers is what separates the serious professional from the average employee Perfect Phrases for Customer Service second edition provides the language you need for everyday customer service situations and includes simple effective techniques that can help you meet even the most demanding customer needs Master the most effective words and phrases for Defusing bad situations before they get worse Handling complaints patiently and professionally Satisfying customers and increasing sales Building long term relationships with important customers **Perfect Phrases for Writing Employee Surveys** John Kador,Katherine Armstrong,2010-03-12 THE RIGHT PHRASE FOR EVERY SITUATION EVERY TIME Generating honest no nonsense feedback through well written surveys is the first step to dramatically increasing employee engagement commitment loyalty and your company s bottom line Perfect Phrases for Writing Employee Surveys provides the tools for crafting precisely phrased surveys to deliver accurate information so you can adjust your organization s practices accordingly Inside are hundreds of words phrases and examples that remove the guesswork from an otherwise daunting process This handy time saving guide helps you write surveys that measure Employee Engagement Leadership and Management Company Values and Ethics Organizational Culture Satisfaction with Work Environment Career Development Best Practices in Customer Service John A. Woods,1999 *The Quick and Easy Performance Appraisal Phrase Book* Patrick Alain,2013-06-24 Have you ever found yourself at a loss for words around performance review time Do you find yourself searching for the tone that will perfectly encapsulate exactly what you need to say to each employee If so The Quick and Easy Performance Appraisal Phrase Book is definitely for you Whether you re a seasoned manager or just starting out this is your go to reference Whether you need to jump start the review writing process or are searching for phrases you can use verbatim The Quick and Easy Performance Appraisal Phrase Book features ready made wording for virtually every situation With this book

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Methods for creating action plans and mutual goals Tips on settling disagreements Defusing Hostile Customers Workbook (Third Edition 2010) Robert Bacal, 2010-04-06 Learn to save time dealing with unreasonable customers reduce intensity of customer anger increase safety of employees and customers reduce stress related to angry customers convey image of constructive caring to government customers even when they are abusive set limits for angry customers and enforce them for mutual benefit Government and public sector departments and employees often deal with angry irate upset manipulative and aggressive citizens and customers due to their regulatory responsibilities Often employees are under trained to deal with angry customers leaving them at risk while government agencies look uncaring and cold Angry unsatisfied clientele eat up hours of staff time Government departments CAN provide excellent customer service A critical step is learning how to defuse angry people so that the agency and the customer work TOGETHER Defusing Hostile Customers A Self Instructional Workbook For Public Sector Employees is a seminar in a book and contains an amazing collection of specific phrases and actions that can be learned by any public sector employee drawn from modern understanding of psychology of aggression and psycholinguistics There are over 80 specific tactics to be applied and most chapters contain hands on exercises and homework with key answers provided at the back of the book Here s just a taste of the content Government Context Nature of Hostile Behavior How Hostile Situations Escalate Principles of Defusing Art of Self Control Starting Off Successfully Using Co operative Language Verbal Self Defense Techniques Acknowledgment Tactics Countering Non Verbal Intimidation Referral Techniques Telephone Hostility Limit Setting There s even a chapter for managers and supervisors This third edition 2010 is a unique blend of science and art not available anywhere else and is based on the input of thousands of government employees over two decades *Perfect Phrases for New Employee Orientation and Onboarding: Hundreds of ready-to-use phrases to train and retain your top talent* Brenda Hampel, Erika Lamont, 2011-07-15 THE RIGHT PHRASE FOR EVERY SITUATION EVERY TIME Getting new employees up and running with the company is a highly challenging process For true success you need to have full command of the most appropriate language for the task Perfect Phrases for New Employee Orientation and Onboarding contains hundreds of ready to use phrases for transitioning employees into their new roles You ll learn how to home in on employee engagement support the building of work relationships and deliver constructive feedback This handy quick reference guide provides effective language for Getting the most out of meet and greet meetings Defining company culture and employee expectations Coaching new employees with onboarding challenges Collecting onboarding feedback Onboarding a diverse workforce

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this book are Hands on ideas skills and techniques that can be used immediately Knowledge about shaping employee attitudes a powerful competitive force moving a firm toward greater market share customer loyalty and profitability

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Strategic Supervision Peter J. Pecora,2010 Strategic Supervision is a brief practical guide to the most important aspects of supervisory leadership and personnel management within the social work environment This is an applications oriented book aimed at helping practitioners to problem solve lead teams and support multi cultural and other forms of diverse staffing A hands on guide designed for working with employees having performance difficulties and explaining how using a clear but thorough performance planning and review process is essential to best practice It also offers a management tool for working with Equal Employment Opportunity Affirmative Action and other nondiscriminatory practices in hiring and promotion activities

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