

EMPLOYEE PERFORMANCE EVALUATION

Employee Name: David Martinez

Job Title: Customer Service Representative

Department: Customer Support

Supervisor: [Your Name Here]

Evaluation Period: [Start Date] – [End Date]

Date of Evaluation: [Today's Date]

Overall Performance Score: 83/100

Performance Level: Meets Expectations

Job Knowledge – 85/100

David demonstrates a solid understanding of our products, services, and systems. He answers customer inquiries accurately and applies company procedures effectively.

Quality of Work – 82/100

David produces dependable and consistent work. He resolves most issues on the first contact and maintains proper documentation and follow-up.

Communication Skills – 84/100

David communicates clearly and courteously with customers. He listens attentively and conveys information professionally in both verbal and written formats.

Initiative – 78/100

David completes assigned tasks without prompting but could improve by taking more initiative in identifying opportunities for improvement or efficiency.

Dependability – 86/100

David is reliable and punctual. He can be counted on to complete tasks on time and rarely requires follow-up.

Teamwork – 81/100

David maintains respectful and collaborative relationships with team members. He contributes to team success and is willing to assist when needed.

Problem Solving – 80/100

David resolves standard issues effectively and follows protocols when addressing more complex problems. He can benefit from developing more proactive problem-solving strategies.

Customer Focus – 85/100

David is consistently courteous and helpful with customers. He works diligently to resolve issues and maintains a positive customer experience.

Attendance & Punctuality – 88/100

David has a strong attendance record and arrives on time for shifts and meetings. He manages his schedule reliably.

Professionalism – 83/100

David presents himself professionally and represents the company positively. He responds well to feedback and demonstrates appropriate workplace behavior.

Summary Statement:

David Martinez is a solid and dependable Customer Service Representative who consistently meets performance expectations. He contributes positively to the customer experience and is a valued member of the support team. Continued growth in areas like initiative and proactive problem-solving will help him further develop and add even more value to the department.

Development Goals:

- Take initiative on identifying recurring customer pain points and proposing solutions
- Participate in advanced customer service or conflict resolution training
- Shadow a senior representative to develop advanced troubleshooting strategies

Final Score: 83/100

Performance Level: Meets Expectations

Recommended Action: Continue in current role with professional development support

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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