

Customer Service Interview Evaluation

Candidate Name

Position

Date

Interviewer

Interview Evaluation

Communication Skills

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Problem Solving

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Customer Focus

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Professionalism

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Strengths

Areas for Improvement

Comments

Overall Recommendation

Select 

Interviewer Signature

Date

