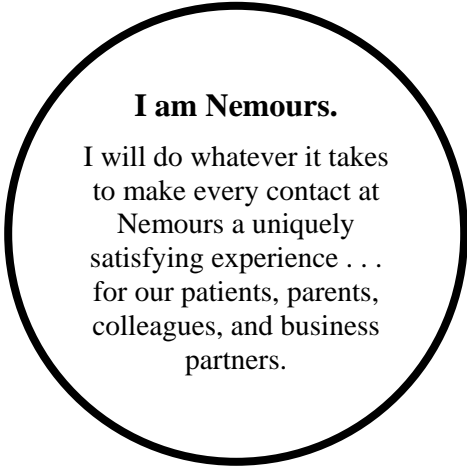


# Customer Service Scorecard

Associate Name \_\_\_\_\_ Date \_\_\_\_\_ **Circle One**  
 Evaluator Name \_\_\_\_\_ Self Evaluation Peer Evaluation



**Instructions**  
 Observe the Associate and find a quiet place to write down your thoughts. Then go over these with your colleague and offer constructive comments: Only say what will help the person improve. Be positive.

File this scorecard in the Associate's Customer Service Notebook.

Please circle a number from 1-5 to answer each question below. Circle higher numbers to indicate a better rating.

	Very Poor	Poor	Fair	Good	Very Good
How <b>friendly</b> was the Associate?	1	2	3	4	5
How <b>compassionate</b> was the Associate?	1	2	3	4	5
How <b>professional</b> was the Associate?	1	2	3	4	5
How <b>united</b> was the Associate?	1	2	3	4	5
How well did the Associate complete these steps:					
1. <b>Greeting</b> the customer?	1	2	3	4	5
2. <b>Listening</b> to the customer?	1	2	3	4	5
3. <b>Serving</b> the customer?	1	2	3	4	5
4. <b>Thanking</b> the customer?	1	2	3	4	5

TOTAL SCORE = \_\_\_\_\_

Add up the numbers you circled above for each question.

Please share your thoughts about the customer service you observed in yourself or another Associate.

**Evaluator Comments**

What was done exceptionally well?

What needs improvement?

Other comments?

**On-Duty Associate Comments**

What was done exceptionally well?

What needs improvement?

Other comments?