

Yearly Appraisal Performance Appraisal Form Filled Sample

Employee Information:

Name: Emily Johnson

Position: Customer Service Manager

Department: Customer Service

Evaluation Period: January 2023 - December 2023

Date of Appraisal: [Date]

Section 1: Performance Criteria

1. Customer Service Excellence:

Throughout the year, I have maintained a customer satisfaction rate of 95%, exceeding the departmental goal of 90%. I implemented a new feedback system that improved response times by 30%.

2. Leadership and Team Management:

Led a team of 10 customer service representatives, fostering a supportive and collaborative environment. Conducted bi-monthly training sessions to enhance team skills, resulting in a 20% decrease in customer complaints.

3. Problem-Solving and Initiative:

I proactively identified and resolved a recurring issue with our online ordering system, reducing order cancellations by 25%. I also initiated a partnership with the IT department to streamline the customer complaint resolution process.

4. Dependability:

Demonstrated consistent reliability by managing unexpected staff shortages without a

drop in service quality. I ensured all customer inquiries were addressed timely, maintaining our department's reputation for dependability.

5. Communication:

Effectively communicated across departments to ensure customer needs were met and maintained clear, open communication with my team. I developed a monthly newsletter to keep staff updated on new policies and customer service best practices.

Section 2: Key Achievements

- Introduced a mentorship program for new hires, reducing training time by 40% and improving new employee satisfaction.
- Negotiated with software vendors to upgrade our customer relationship management (CRM) system, enhancing data analysis capabilities and personalizing customer interactions.
- Organized a successful customer service week, boosting team morale and highlighting our commitment to customer satisfaction.

Section 3: Goals for Next Year

- Develop and implement an advanced training program focusing on emotional intelligence and conflict resolution.
- Launch a customer loyalty program aimed at increasing repeat business by 15%.
- Increase team efficiency through the integration of AI chatbots for basic inquiries, freeing up representatives for complex issues.

Section 4: Professional Development Needs

To better support my goals and the department, I would benefit from leadership training, specifically in strategic planning and change management. Additionally, attending a conference on customer experience innovations could provide valuable insights into industry trends.

Employee Comments:

This year has been challenging yet rewarding, and I am proud of the strides we've made in enhancing customer satisfaction and team performance. I am committed to continuing this positive trajectory and look forward to contributing to our success in the coming year.

Employee's Signature: Emily Johnson

Date: [Date]

Supervisor's Comments:

Emily has shown exemplary performance and leadership throughout the year. Her initiatives have directly contributed to the department's success, making her an invaluable asset to the team. We support her proposed goals and professional development plans.

Supervisor's Signature: [Supervisor's Name]

Date: [Date]