

Employee Performance Review Template

Employee name

Alex Brown

Department

Customer Support

Role

Customer Support Assoc...

Manager

Sarah Lopez

Review date

September 10, 2024

Link to previous review or goals

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Top accomplishments

- Reduced average customer support case resolution time from 24 hours to 20 hours
- Received an average customer satisfaction score of 4.2 for the past six months
- Volunteered to help mentor two new customer support team members

Areas for improvement:

- Needs to improve proficiency in leveraging the team's new AI-powered customer service tools, which are becoming more prominent in our support processes
- While customer support cases were resolved quickly, attention to detail could use improvement
- Some customers reported feeling rushed on support calls, which occasionally led to missing key details related to their cases

Ratings

1=Poor

2=Fair

3=Satisfactory

4=Good

5=Excellent

Goal achievement					X
Comments and specific examples	<p>-Alex had a goal to reduce case resolution time from 24 to 22 hours and they exceeded this goal by reducing the time to 20 hours</p> <p>-They also had a goal of receiving an average customer satisfaction score of at least 4.0, following a lower than expected score of 3.7 during the prior review period</p>				
Skills and job knowledge				X	
Comments and specific examples	<p>-While Alex is skilled in day-to-day customer support processes, they have lagged behind some other team members with adopting new AI-powered customer support tools and only attended two of five optional AI training sessions in the last quarter</p> <p>-Embracing AI tools can help reduce case resolution time and further improve customer satisfaction, while enabling the team to support more customers</p>				
Work quality				X	
Comments and specific examples	<p>-Based on customer feedback, Alex is knowledgeable and passionate about customer needs; however, their eagerness to resolve cases sometimes involves rushing customer calls and overlooking some important details</p> <p>-Four customers have shared that they felt rushed during customer calls in the past quarter</p>				
Communication and collaboration					X
Comments and specific examples	<p>-Alex is a team player and volunteered to help mentor two new customer support associates during the onboarding process</p> <p>-They also take a proactive approach to communicating and escalating customer support needs to the most relevant person or team</p>				
Timeliness and ability to meet deadlines					X
Comments and specific examples	<p>-As is shown by their overall average in case resolution time, Alex exceeds at timely responses and meeting deadlines</p>				
Overall rating (average of all ratings above)	4.2				

Future SMART goals

- Complete four advanced AI support tool training modules in the next quarter to enhance technical skills and improve efficiency
- Further reduce average case resolution time to 18 hours using AI tools
- Focus more on both quantity and quality of customer support case resolution by paying attention to detail and avoiding rushing customers, increasing the average customer satisfaction rate to 4.5 as a result

Additional comments

Alex has demonstrated strong performance over the past year, excelling in teamwork and timeliness. Their ability to consistently meet deadlines and take initiative has been an important asset to the team. However, improving technical skills and ensuring customers feel valued and supported during interactions will elevate their performance even further.