

Performance Review for Partner-led Customer Support

Date: [Insert Date]

To: [Employee's Name]

From: [Supervisor's Name]

Subject: Performance Review - [Review Period]

Performance Overview

Dear [Employee's Name],

We are pleased to conduct your performance review for the period of [Insert Review Period]. This review will encompass your contributions to partner-led customer support, highlighting both strengths and areas for improvement.

Key Strengths

- Demonstrated excellent communication skills with partners.
- Consistently met or exceeded response time expectations.
- Fostered strong relationships with key partners, enhancing collaboration.

Areas for Improvement

- Enhance troubleshooting skills to resolve complex issues more efficiently.
- Participate in team training sessions to improve technical knowledge.
- Increase proactive outreach to partners to anticipate their needs.

Goals for the Next Review Period

For the upcoming review period, we encourage you to focus on the following goals:

- Complete the advanced customer support training program.
- Implement monthly check-ins with partners to gather feedback.
- Collaborate with team members to streamline support processes.

Conclusion

We appreciate your hard work and dedication to our partner-led customer support efforts. Please feel free to reach out for any further discussions or clarifications.

Best regards,

[Supervisor's Name]
[Title]
[Company Name]