

# Performance Review

Date: [Insert Date]

Employee Name: [Insert Employee Name]

Position: Customer Service Representative

Dear [Employee Name],

As part of our annual performance review process, we have evaluated your overall contributions and performance in your role as a Customer Service Representative over the past year.

## Strengths

- Exceptional communication skills with customers.
- Ability to resolve issues effectively and efficiently.
- Demonstrates a positive attitude in high-pressure situations.

## Areas for Improvement

- Time management during peak hours.
- Further training in product knowledge.

## Goals for Next Year

- Complete advanced customer service training.
- Participate in team meetings to share best practices.

We appreciate your hard work and dedication to providing excellent customer service. We look forward to seeing your continued growth and contributions to the team.

Sincerely,

[Your Name]

[Your Position]

[Company Name]