

## Customer service performance review

| Customer service employee                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Reviewer   |                          |                          |                          |                          |                          |
| Reviewer's position                                |                          |                          |                          |                          |                          |
| Date of review                                     |                          |                          |                          |                          |                          |
|  |                          |                          |                          |                          |                          |
| Characteristics                                    | 1                        | 2                        | 3                        | 4                        | 5                        |
| Employee is a good listener                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee has excellent problem solving skills      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee receives positive feedback from customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee shows expertise knowledge of the product  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee can handle difficult clients              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee has patience and isn't easily rattled     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee understands customer needs                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee takes initiative                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee addresses customer's needs without delay  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee treats customers with respect             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|  |                          |                          |                          |                          |                          |
|  |                          |                          |                          |                          |                          |
| Reviewer's comments                                |                          |                          |                          |                          |                          |

# Financial Aid Review Customer Service

**Minjie Lin**



## **Financial Aid Review Customer Service:**

Direct Student Loan program management actions could enhance customer service. , *The ERIC Review* ,1997

Provides information on programs research publications and services of ERIC as well as critical and current education information **Departments of Labor, Health and Human Services, Education, and Related Agencies**

**Appropriations for 1998** United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,1997 **Quality in Student Financial Aid**

**Programs** National Research Council,Division of Behavioral and Social Sciences and Education,Commission on Behavioral and Social Sciences and Education,Panel on Quality Improvement in Student Financial Aid Programs,1993-02-01 Federal financial aid for postsecondary education students involves both large expenditures and a complex distribution system The accuracy of the needs based award process and the system of accountability required of the 8 000 institutional participants are the focus of this book It assesses the current measures of system quality and possible alternatives such as a total quality management approach The analysis covers steps to eliminate sources of error by reducing the complexity of the application form for example The volume discusses the potential for a risk based approach for verification of applicant supplied information and for audit and program reviews of institutions This examination of the interrelationships among the aid award and quality control activities will be of interest to anyone searching for a more efficient aid system The book can also serve as a case study for other government agencies seeking to examine operations using modern quality management principles

**Compendium of HHS Evaluation Studies** HHS Evaluation Documentation Center (U.S.),1984 *Compendium of HHS Evaluations and Relevant Other Studies* ,1986 **NHSR. New Human Services Review** ,1976 **Lumber World Review** ,1925 **The American Political Science Review** Westel Woodbury Willoughby,John Archibald Fairlie,Frederic Austin Ogg,1920 American Political Science Review APSR is the longest running publication of the American Political Science Association APSA It features research from all fields of political science and contains an extensive book review section of the discipline **The American Review of Reviews** Albert Shaw,1928 *Millard's Review of the Far East* ,1919 Vol 34 includes Special tariff conference issue Nov 6 1925 **Practical Druggist and Pharmaceutical Review of Reviews** ,1918

**The Electrical Review** ,1918 **Digest; Review of Reviews Incorporating Literary Digest** ,1929 *The Massachusetts register* ,1988 Derivation of Productivity Measures for Financial Aids Services Through the Formulation of Cost Input and Quality Output Components Martha Ruth Smydra,1976 American Glass Review ,1921 Railway Review ,1917 *Financial Aids Manual* ,1979 American Monthly Review of Reviews Albert Shaw,1929

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