

Agency Performance Review

For your client to fill in and return to you.

Client name:	Review date:
Company:	Department:
Contact phone number:	Agency Account Manager:

Ratings

1 = Poor

2 = Fair

3 = Satisfactory

4 = Good

5 = Excellent

Expertise of staff	1	2	3	4	5
Comments:					

Proactivity of staff	1	2	3	4	5
Comments:					

Quality of service received	1	2	3	4	5
Comments:					

Output meets the brief	1	2	3	4	5
Comments:					

Costs are acceptable	1	2	3	4	5
Comments:					

Responsiveness and timeliness	1	2	3	4	5
Comments:					

Communication	1	2	3	4	5
Comments:					

Attention to detail	1	2	3	4	5
Comments:					

Additional comments

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