**Customer Service Meeting Minutes**

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| **Date:** |  | **Time:** |  |
| **Location:** |  | **Meeting Called by:** |  |
| **Meeting Facilitator/Chairperson:** | |  | |
| **Note Taker/Recorder:** | |  | |
| **Attendees:** | |  | |
| **Absentees:** | |  | |

**Agenda Items**

1. Review of previous meeting minutes and action items
2. Customer feedback and satisfaction reports
3. Performance metrics (response times, resolution rates, etc.)
4. Common issues and complaint trends
5. Training and support needs
6. Process improvements and new tools/technologies
7. Upcoming goals and targets
8. Any other business

**Discussion & Key Points**

* **Review of Previous Action Items:**

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* **Customer Feedback & Surveys:**

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* **Performance Review (KPIs):**

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* **Challenges & Escalated Issues:**

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* **Training/Development Needs:**

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* **Improvement Strategies:**

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* **Next Steps & Assignments:**

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**Decisions Made**

**Action Items**

| **Task** | **Responsible Person** | **Deadline** | **Status** |
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**Next Meeting Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Meeting Adjourned At:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Prepared By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Approved By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_