



EVALUATION FOR CUSTOMER SERVICE POSITION

- Evaluations are done every 6 months with an opportunity for a raise every year
- Employee fills out the form first and rates themselves
- After, their manager rates them and compares the two
- Next, there is an in person meeting to discuss the evaluation

Name: _____ **Today's Date:** _____

Review Dates: _____ - _____ **Reviewed By:** _____

Attitude/Friendliness:

Has a very warm rapport with everyone she/he comes in contact with

Needs Improvement Meets Expectations Exceeds Expectations

Additional Comments:

Team Player:

How often does this staff member contribute to the team, call in sick, etc.

Needs Improvement Meets Expectations Exceeds Expectations

Additional Comments:



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Completes and Meets Deadlines for Weekly Tasks (Trello):

Needs Improvement Meets Expectations Exceeds Expectations

Additional Comments:

Compliments/Concern: This is inclusive of other staff members and clients

Compliments received:

Concerns/Complaints received:

Leadership:

Knows when to involve management and when he/she can handle it on his/her own

Needs Improvement Meets Expectations Exceeds Expectations

Additional Comments:



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Goals for the next 6 months:

***Evaluator Use Only:

Performance Levels: *Circle employee's current performance level from the list below.

Unsatisfactory Performance: results are generally unacceptable and result in not being asked back to teach at The Academy.

Needs Improvement: Performance is deficient in certain areas; improvement is necessary and may result in not being asked back to teach at The Academy.

Meets Expectations: Competent and dependable level of performance. Satisfactorily performs the essential functions of the job.

Exceeds Expectations: Results clearly exceed most position requirements. Performance is of high quality and is achieved on a consistent basis.

Exceptional: Performance exceeds expectations and the associate has demonstrated exceptional accomplishments.

****Areas of improvement should take place immediately**.**

Additional Notes: