



General Employee Evaluation Form

conducted for

John Archie Callo

Date and Time of Review

07 Nov 2018 02:22 PM

Department

Customer Service

Employee Number

EM-2134

Job Title

Staff

Supervisor (Full Name)

Marie Chiello Carl

Completed on

07 Nov 2018 03:21 PM

Score

16/21.0 - 76.19%


Failed Responses

This section lists responses that were set as "failed responses" in the template used for this audit

Question	Response	Details
Initiative	Poor	John is willing to take an extra task but only if he was told to do so.

Audit - 16/21 76.19%

Question	Response	Details
Assessment Ratings		Score (14/18) 77.78%
Job Knowledge	Excellent	John completed the on-boarding training.
Work Quality	Satisfactory	John performs well but he still has minimal errors concerning the quality of his output.
Attendance/Punctuality	Excellent	Perfect in attendance. No tardiness.
Initiative	Poor	John is willing to take an extra task but only if he was told to do so.
Communication/Listening Skills	Satisfactory	John possesses good communication skills, but there's still room for improvement.
Dependability	Excellent	You can depend on John when other teammates are not around.
Goals		
Significant work-related accomplishments (Include projects, assignments, new skills or knowledge gained.)	- John gets commendation from a customer for a job well done.	
Target goals	- To get 100% CSAT	
Performance Summary		
What are the employee's strongest points?	- John had good product knowledge and he is applying it in giving customer solutions.	
What are the employee's weakest points?	- John gets disconcerted when he encounters irate customers	
What can the employee do to be more effective or make improvements?	<ul style="list-style-type: none"> - Provide customer empathy statements. - Focus on the question and how to give solutions to customer's problem 	
What additional training would benefit the employee?	- Communication skills training	
Completion		Score (2/3) 66.67%
Other comments	- Good job directing the customer to the newly created knowledge base.	

Question		Response	Details
Overall Rating		Satisfactory	Needs to focus to achieve 100% CSAT.
By signing this form, you confirm that you have discussed this review in detail with your supervisor.			
Employee (Full Name and Signature)	John Archie Callo	07 Nov 2018 03:20 PM	
Supervisor (Full Name and Signature)	Marie Chiello Carl	07 Nov 2018 03:21 PM	