



Customer Service / 07 Nov 2018 / John Archie Callo / EM-2134 / Marie Chiello Carl

General Employee Evaluation Form

Complete

| Inspection score | Failed items | Created actions |
|--|--------------|-----------------|
| 76.19% | 1 | 0 |
| Date and Time of Review 📅 7th Nov, 2018 ⌚ 2:22 PM +08 | | |
| Department Customer Service | | |
| Employee (Full Name) John Archie Callo | | |
| Employee Number EM-2134 | | |
| Job Title Staff | | |
| Supervisor (Full Name) Marie Chiello Carl | | |

Failed items

1 Failed

Audit / Assessment Ratings

| | |
|--|------|
| Initiative | Poor |
| – Notes John is willing to take an extra task but only if he was told to do so. | |

Audit

1 Failed 76.19%

Assessment Ratings

1 Failed

| | |
|---|--------------|
| Job Knowledge | Excellent |
| – Notes John completed the on-boarding training. | |
| Work Quality | Satisfactory |
| – Notes John performs well but he still has minimal errors concerning the quality of his output. | |
| Attendance/Punctuality | Excellent |
| – Notes Perfect in attendance. No tardiness. | |
| Initiative | Poor |
| – Notes John is willing to take an extra task but only if he was told to do so. | |
| Communication/Listening Skills | Satisfactory |
| – Notes John possesses good communication skills, but there's still room for improvement. | |
| Dependability | Excellent |
| – Notes 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? - 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

Other comments

- Good job directing the customer to the newly created knowledge base.

Overall Rating

Satisfactory

– Notes

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

7th Nov, 2018 3:20 PM +08

Supervisor (Full Name and Signature)



Marie Chiello Carl

7th Nov, 2018 3:21 PM +08