

QUALITY SERVICE PERFORMANCE STANDARDS

Performance Period:

30 days from _____ to _____

90 days from _____ to _____

6 months from _____ to _____

Evaluator's name: _____

Evaluator's position: _____

Staff: _____

Average hours per week: _____

Position/Job Title: _____

Date attended last program: _____

Today's date: _____

(New staff should be evaluated after 30 days; regular staff with frequent customer contact every 90 days; and those with less contact every 6 months.)

Instructions: In every category circle the number for the statement that best describes the behavior or attitude of this staff member. Please make a rating for each item.

Attitude Toward Customers:

- 1 Inconsiderate/Indifferent
- 2 Polite, but reserved
- 3 Warm, friendly and outgoing

Comments: _____

Says "Thank You" and Smiles:

- 1 Rarely
- 2 Occasionally
- 3 Always

Comments: _____

Recognizing Customers:

- 1 Doesn't remember customers
- 2 Recognizes customers but doesn't verbally communicate those feelings to the customer
- 3 Very good at recognizing customers with good facial expressions and verbal feedback

Comments: _____

Uses Customers' Names:

- 1 Doesn't know or call the customer by name
- 2 Uses customers' names but not often enough
- 3 Remembers customers' names and pronounces their names correctly

Comments: _____

Customer Oriented:

- 1 Shy, uneasy with customers
- 2 Helpful, but does not seem completely comfortable
- 3 Outgoing, helpful and extremely comfortable

Comments: _____

Customer Oriented Pressure Situations:

- 1 Experiences frustration, usually makes no attempt at handling a situation
- 2 Attempts situation, then refers problem to manager
- 3 Attempts and usually succeeds in handling situation on his/her own

Comments: _____

Treats Customers as Real People:

- 1 Shows boredom and coldness
- 2 Sometimes is tense, cold and abrupt with customers
- 3 Always shows warmth and friendliness

Comments: _____

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Punctuality:

- 1 Frequently late
- 2 Usually on time
- 3 Always prompt

Comments: _____

Sickness/Lost Work Time: (per 30 day period)

- 1 5 or more days missed
- 2 2-4 days missed
- 3 0-1 days missed

Comments: _____

Reliability:

- 1 Requires constant supervision
- 2 Requires little supervision
- 3 Requires no supervision

Comments: _____

Attitude Toward Supervisor and Co-Workers:

- 1 Resentful, aloof or indifferent
- 2 Helpful and cordial
- 3 Motivated

Comments: _____

Instructions:

- 1 Can't follow instructions
- 2 Does okay when instructions are repeated
- 3 Follows instructions well

Comments: _____

Work Habits:

- 1 Poor work habits, does less than what is required
- 2 Does only what is required
- 3 Does more than required

Comments: _____

Team Work:

- 1 Does not contribute to team effort
- 2 Has some ability, offers suggestions
- 3 Talented and team motivated

Comments: _____

Personal Appearance, Dress and Uniform:

- 1 Appearance and dress not business acclimated
- 2 Usually okay, needs to be more business acclimated
- 3 Dresses appropriately and has good appearance

Comments: _____

Personal Cleanliness and Hygiene:

- 1 Poor, needs to improve
- 2 Usually okay, but needs to be more consistent
- 3 Excellent habits

Comments: _____

Initiative:

- 1 Does only what is specifically outlined
- 2 Requires supervisory guidance to be motivated
- 3 Self-motivated — little or no supervision needed

Comments: _____

Product or Job Skills Knowledge:

- 1 Has limited knowledge and shows little interest
- 2 Some knowledge, interested in knowing more
- 3 Knowledgeable

Comments: _____

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Listening Skills:

- 1 Doesn't pay attention to the needs of the customers Comments: _____
- 2 Occasionally pays attention but needs improvement
- 3 Asks good questions, pays attention to customer's needs _____

Keeps Promises to Customers:

- 1 Lacks follow-through on promises Comments: _____
- 2 Usually remembers but needs improvement
- 3 Good follow-through on promises _____

Positive Communication to Co-workers

on a Daily Basis:

- 1 Pays little attention to co-workers and avoids compliments Comments _____
- 2 Gives compliments but needs to be more sincere _____
- 3 Generous with genuine and sincere compliments _____

Negative Communication to Customers:

- 1 Poor attitude, performance and feedback Comments: _____
- 2 Communication normally good but needs to be more consistent _____
- 3 Rarely uses negative communication _____

Negative Communication to Co-Workers:

- 1 Poor attitude, performance and feedback Comments: _____
- 2 Communication normally good but needs to be more consistent _____
- 3 Rarely uses negative communication _____

Ignores Customers — Absence of Quality Service:

- 1 Very poor, frequently ignores customers Comments: _____
- 2 Pays attention but needs to use techniques daily _____
- 3 Pays attention, never ignores customers _____

Insincere Communication to Customers:

- 1 Communication is insincere and phony Comments: _____
- 2 Tries to be genuine but is perceived as plastic _____
- 3 Rarely plastic — usually very sincere and genuine with customers _____

Handling Irate Customers by Using the

Ten Steps to Handling Challenges:

- 1 Seldom, needs improvement Comments: _____
- 2 Usually, but needs more practice _____
- 3 Very good; usually turns customers around _____

Ability to Handle Stress:

- 1 Unable to perform under pressure Comments: _____
- 2 Requires reassurance and feedback _____
- 3 Independently able to recover and regain a positive attitude _____

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Ability to see Potential Problems and Stop Them Before Customer Becomes Irate:

- 1 Ignores obvious problem
- 2 Has ability but is inconsistent
- 3 Consistently displays ability to defuse problems

Comments: _____

Takes Responsibility for Legitimate Problems/Complaints:

- 1 Defensive, tries to avoid blame
- 2 Tries to use the techniques but is clumsy and inconsistent
- 3 Effective at taking responsibility for legitimate complaints and turning the situation around

Comments: _____

Accuracy of Performance:

- 1 Very careless and sloppy performance
- 2 Tends to be inaccurate and makes mistakes
- 3 Careful and consistently accurate

Comments: _____

Quality of Work Performance:

- 1 Poor and deficient quality of work
- 2 Performs at average level of quality
- 3 Places high value on the quality of his/her work

Comments: _____

Job Commitment:

- 1 Shows lack of real job commitment
- 2 Does an average job but lacks commitment for superior job performance
- 3 Dedicated commitment to work and does a thorough job

Comments: _____

Doing More Than the Minimum for Others:

- 1 Not helpful; tends to be rude and impatient
- 2 Friendly but needs to develop "put customer first" attitude
- 3 Gives more than minimum to customers with pride and pleasure

Comments: _____

Minimum Standards of Excellence with Customers and Co-Workers:

- 1 Inconsistent and unreliable at meeting personal standards of excellence
- 2 Sets high standards but is not consistent in meeting these standards with customers
- 3 Sets high standards of excellence and has consistent habits of positive communication

Comments: _____

Feels Good About Self:

- 1 Suspicious, unresponsive receiving positive feedback
- 2 Likes self but needs help receiving positive feedback
- 3 Likes self and handles receiving positive feedback

Comments: _____

_____ Subtotal — Page 4
_____ Total Score (Pages 1, 2, 3, 4)