



# General Employee Evaluation Form

Customer Service / 1 Jun 2023 / John Archie Callo /  
EM-2134 / Marie Chiello Carl

**Complete**

Score	<b>76.19%</b>	Flagged items	<b>1</b>	Actions	<b>0</b>
<b>Date and Time of Review</b>	01.06.2023 14:31 PST				
<b>Department</b>	Customer Service				
<b>Employee (Full Name)</b>	John Archie Callo				
<b>Employee Number</b>	EM-2134				
<b>Job Title</b>	Staff				
<b>Supervisor (Full Name)</b>	Marie Chiello Carl				

**Flagged items**

1 flagged

Audit / Assessment Ratings

**Initiative**

Poor

John is willing to take an extra task but only if he was told to do so.

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**Audit**

1 flagged, 76.19%

## Assessment Ratings

1 flagged, 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 a 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 the customer's problem

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**What additional training would benefit the employee?**

Communication skills training

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**Completion**

66.67%

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**Other comments**

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

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**Overall Rating**

Satisfactory

Needs to focus to achieve 100% CSAT.

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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  
01.06.2023 14:34 PST

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**Supervisor (Full Name and Signature)**



Marie Chiello Carl  
01.06.2023 14:34 PST

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