Awesome Company, Inc.

Employee Performance Review – Sample (Michelle)

Employee Information

Name	Michelle Rowley	**Employee ID**	200789
Job Title	Customer Service Representative	**Date**	2/1/19
Department	Customer Support	**Manager**	Ms. Smart
Review Period	11/12/18 – 2/13/19		

Ratings

	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Job Knowledge	☐	☑	☐	☐	☐
Comments					
Work Quality	☐	☑	☐	☐	☐
Comments					
Attendance/Punctuality	☐	☑	☐	☐	☐
Comments	Frequently late and does not consistently call in in a timely manner when sick or late.				
Initiative	☑	☐	☐	☐	☐
Comments					
Communication/Listening Skills	☑	☐	☐	☐	☐
Comments	Uses slang when talking with customers, is impatient, and is often impolite.				
Dependability	☑	☐	☐	☐	☐
Comments	Michelle is not a team player, she does not volunteer to help her co-workers out when work gets overwhelming.				
Overall Rating *(average the rating numbers above)*		**1.8**			

Evaluation

ADDITIONAL COMMENTS	Michelle has been working on improving her knowledge of the job. She has taken several courses on communication and customer service and we have seen some improvement in the responses from customers. She has a great desire to continue in this position and the management would like to support her in this goal. There are two primary areas that Michelle needs to work on in order to continue with her present position. First is her attendance. Presently her attendance is about 70% which not only impacts her performance, but also her earnings. She will need to improve her attendance to 85% within three months. Secondly is the area of initiative. She appears to struggle with her ability to plan work and to go ahead with a task without being told every detail by her supervisor. The management is working with her to develop an if/then reference sheet for her to refer to when presented with difficulties. Her supervisor will monitor and review her progress in 90 days. Michelle has agreed to a plan of improvement and we have been working for the past 30 days on developing and implementing the plan.
GOALS *(as agreed upon by employee and manager)*	1) Improve attendance from 70% to 85% by 3/2/19. 2) Be fully independent in the use of the reference sheet by 3/2/19.

Verification of Review

By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

Employee Signature		Date	
Manager Signature		Date	

* This Employee Performance Review Form is modified from a Microsoft Office template.

SAMPLE