

**EMPLOYMENT COUNSELOR/PERSONAL SERVICE REPRESENTATIVE
CUSTOMER SERVICE OBSERVATION & RECORDS REVIEW**

Employee Name:
Date:

Observer's Name:

Customer's Name:

CUSTOMER SERVICE OBSERVATION

Customer Service Meets Expectations | Yes / No

- You greeted the customer correctly
- You listened to understand what the customer wanted from Workforce Solutions
- You gave good advice and/or the appropriate service to help the customer meet her/his needs (this includes a review of the number of contacts you gave the customer)
- You spent the time needed to give good service but did not spend excessive time
- You explained or confirmed the "next step" to the customer and made an appointment or introduced the customer to a staff specialist when applicable.

Supervisor: Supervisor must describe the behavior observed and explain why it is good or how to improve

Employee Initials or Signature:		Observer Initials or Signature:	
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QUALITY OF REFERRAL

Staff Provided Contacts Meet Expectations

| Yes / No

- Job contacts you gave your customer meet all the employer job requirements

Supervisor: List job posting numbers and note if contact matches all employer requirements – Use quality of referral desk aid to determine quality

	Yes	No
<p>1.</p>		
Employee Initials or Signature:		Supervisor Initials or Signature:

