

**SUPERVISORY REVIEW FORM FOR STAFFING SPECIALISTS  
CUSTOMER SERVICE OBSERVATION & RECORDS REVIEW**

Employee Name:	Employer Name:	Job Order Created by:
Observers Name:	Posting Number:	(circle one) ESD,
Dat Reviewed:	Posting Status:	RSD, Employer
		Date Posting Created:

**CUSTOMER SERVICE**

Customer    Service    Meets | Yes / No

*Communication with Employer*

- You greeted the customer professionally whether the contact is in person, on the telephone, by email or otherwise.
- You listened to understand what the customer wanted from Workforce Solutions and/or clearly explained why you were contacting the customer
- You gave good advice and/or the appropriate service to help the customer meet her/his human resource needs (this includes advice about the level of a WorkInTexas listing)
- You spent the time needed to give good service but did not spend excessive time
- You explained or confirmed the “next step” in Workforce Solutions’ service to the customer.

*Communication with Workforce Solutions staff*

- Took appropriate action to inform career office staff of employer requests
- Coordinated with ESD recruiters, Business Consultants or other RSD staff

*Responsiveness to requests*

- You took appropriate action to find qualified candidates, assured that we sent the appropriate number of candidates or explained why not

*Supervisor: Supervisor must describe the behavior observed and explain why it is good or how to improve. It is not necessary to observe all of the areas listed above in each observed interaction.*

Employee Initials or Signature:	Observer Initials or Signature:
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**FOLLOW UP RECORDS REVIEW**

Records Meet Expectations

Yes / No

- Job posting and Note Pad information is clear, up-to-date, and easily understood
- Note Pad and Transaction Log complement each other
- WorkInTexas notes document ongoing communication with the employer to check her/his satisfaction with Workforce Solutions services.
- When following up with the employer you made changes to the WorkInTexas posting as appropriate in response to employer contact.
- You documented results of Workforce Solutions staff referrals in WorkInTexas.

*Supervisor must describe what she reviewed and 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

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

<i>Supervisor: List job posting numbers and note if contact matches all employer requirements – Use quality of referral desk aid to determine quality</i>	Yes	No
1. –	Yes	No
2. –	Yes	No
3. –	Yes	No

Employee Initials or Signature:	Supervisor Initials or Signature:
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