

GREETER CUSTOMER SERVICE OBSERVATION

Employee Name: _____ Month: _____ Observer's Name: _____

OBSERVATION #1

Date: _____

- Greeter represents Workforce Solutions as a professional organization able to help customers get a job, keep a job or get a better job. Yes No
- Greeter is friendly, engaging, listens to customer request and quickly assesses how Workforce Solutions can help. Yes No
- Greeter communicates clearly and correctly how we can help - the customer's next step. Yes No

Comments:	<i>* Every area must be completed for each observation.</i>
Employee Initials or Signature:	Observer Initials or Signature:

OBSERVATION #2

Date: _____

- Greeter represents Workforce Solutions as a professional organization able to help customers get a job, keep a job or get a better job. Yes No
- Greeter is friendly, engaging, listens to customer request and quickly assesses how Workforce Solutions can help. Yes No
- Greeter communicates clearly and correctly how we can help - the customer's next step. Yes No

Comments:	<i>* Every area must be completed for each observation.</i>
Employee Initials or Signature:	Observer Initials or Signature:

GREETER CUSTOMER SERVICE OBSERVATION

OBSERVATION #3

Date: _____

- Greeter represents Workforce Solutions as a professional organization able to help customers get a job, keep a job or get a better job. Yes No
- Greeter is friendly, engaging, listens to customer request and quickly assesses how Workforce Solutions can help. Yes No
- Greeter communicates clearly and correctly how we can help - the customer's next step. Yes No

Comments: ** Every area must be completed for each observation.*

Employee Initials or Signature: _____	Observer Initials or Signature: _____
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OBSERVATION #4

Date: _____

- Greeter represents Workforce Solutions as a professional organization able to help customers get a job, keep a job or get a better job. Yes No
- Greeter is friendly, engaging, listens to customer request and quickly assesses how Workforce Solutions can help. Yes No
- Greeter communicates clearly and correctly how we can help - the customer's next step. Yes No

Comments: **Every area must be completed for each observation.*

Employee Initials or Signature: _____	Observer Initials or Signature: _____
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Total acceptable for this month/quarter (<i>circle one</i>): _____	Total cumulative acceptable to date: _____
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Each of the 3 areas is observed during one customer interaction. If 3 areas are observed 48 times a year (4 times a month) a total of 144 points is possible. Totals are cumulative from one month to the next. 95% - 136 points - is outstanding for a year.

Outstanding = 95% - 100%; Proficient = 85% - 94%; Unacceptable = 84% or lower

	Outstanding	Proficient		Outstanding	Proficient
Month 1	11	10	Month 7	79	71
Month 2	22	20	Month 8	91	81
Month 3	34	30	Month 9	102	91
Month 4	45	40	Month 10	114	102
Month 5	57	51	Month 11	125	112

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Month 6	68	61	Month 12	136	122
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Apply the same percentages to tenured employees who have fewer recorded observations.