

RESOURCE ROOM CUSTOMER SERVICE OBSERVATION

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

OBSERVATION #1

Date: _____

- Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques when appropriate. Yes No
- Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help. Yes No
- Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area. Yes No
- Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment. (This performance may be measured by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) Yes No

Comments:

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

Employee Initials or Signature: _____

Observer Initials or Signature: _____

OBSERVATION #2

Date: _____

- Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques when appropriate. Yes No
- Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help. Yes No
- Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area. Yes No
- Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment. (This performance may be measured by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) Yes No

Comments:

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

Employee Initials or Signature: _____

Observer Initials or Signature: _____

RESOURCE ROOM CUSTOMER SERVICE OBSERVATION

OBSERVATION #3

Date: _____

- Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques when appropriate. Yes No
- Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help. Yes No
- Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources, Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area. Yes No
- Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment. (This performance may be measured by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) 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: _____

- Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques when appropriate. Yes No
- Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help. Yes No
- Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area. Yes No
- Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment. (This performance may be measured by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) Yes No

Comments:

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

Employee Initials or Signature:	Observer Initials or Signature:
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RESOURCE ROOM CUSTOMER SERVICE OBSERVATION

Total acceptable for this month/quarter (<i>circle one</i>):	
Total cumulative acceptable to date:	

If each of 4 areas is observed 48 times a year (4 times a month) a total of 192 points is possible. 95% - 182 points - is outstanding for a year.

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

	Outstanding	Proficient		Outstanding	Proficient
Month 1	15	13	Month 7	106	95
Month 2	30	27	Month 8	121	108
Month 3	45	40	Month 9	136	122
Month 4	60	54	Month 10	152	136
Month 5	76	68	Month 11	167	149
Month 6	91	81	Month 12	182	163

Apply the same percentages to tenured employees who have fewer recorded observations.