|  |  |  |
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| Observation #1- Customer Service | 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

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| Comments: ***\* Every area must be completed for each observation.*** | | | |
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| Employee Initials or Signature: | Observer Initials or Signature: | | |
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| Observation #1- Offers Application Suppliesnged | | Date: |  |

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| --- | --- | --- | --- |
| Yes No Comments: | | | |
|  | | | |
| Employee Initials or Signature: | | Observer Initials or Signature: | |
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| |  |  |  | | --- | --- | --- | | Observation #1- Materials and Supplies Offers Application Suppliesnged | Date: |  |  |  |  |  |  | | --- | --- | --- | --- | | Yes No Comments: | | | | |  | | | | | Employee Initials or Signature: |  | Observer Initials or Signature: |  | | | | |
| Yes No Comments: | | | |
| Employee Initials or Signature: | | Observer Initials or Signature: | |

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| Observation #2- Customer Service | 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

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| Comments: ***\* Every area must be completed for each observation.*** | | | |
|  | | | |
| Employee Initials or Signature: | Observer Initials or Signature: | | |
|  | |  |  |
| Observation #2- Offers Application Suppliesnged | | Date: |  |

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| Yes No Comments: | | | |
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| Employee Initials or Signature: | | Observer Initials or Signature: | |
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| |  |  |  | | --- | --- | --- | | Observation #2- Materials and Supplies Offers Application Suppliesnged | Date: |  |  |  |  |  |  | | --- | --- | --- | --- | | Yes No Comments: | | | | |  | | | | | Employee Initials or Signature: |  | Observer Initials or Signature: |  | | | | |
| Yes No Comments: | | | |
| Employee Initials or Signature: | | Observer Initials or Signature: | |

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| Observation #3- Customer Service | 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

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| Comments: ***\* Every area must be completed for each observation.*** | | | |
|  | | | |
| Employee Initials or Signature: | Observer Initials or Signature: | | |
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| Observation #3- Offers Application Suppliesnged | | Date: |  |

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| Yes No Comments: | | | |
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| Employee Initials or Signature: | | Observer Initials or Signature: | |
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| |  |  |  | | --- | --- | --- | | Observation #3- Materials and Supplies Offers Application Suppliesnged | Date: |  |  |  |  |  |  | | --- | --- | --- | --- | | Yes No Comments: | | | | |  | | | | | Employee Initials or Signature: |  | Observer Initials or Signature: |  | | | | |
| Yes No Comments: | | | |
| Employee Initials or Signature: | | Observer Initials or Signature: | |

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| Observation #4- Customer Service | 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

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| Comments: ***\* Every area must be completed for each observation.*** | | | | | | | |
|  | | | | | | | |
| Employee Initials or Signature: | | | Observer Initials or Signature: | | | | |
|  | | | | |  |  | |
| Total acceptable for this month/quarter*(circle one)*: |  | | Total cumulative acceptable to date: | | |  |
|  | | | | |  |  | |
| Observation #4- Offers Application Suppliesnged | | | | | Date: |  | |

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| Yes No Comments: | | | | | | | |
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| Employee Initials or Signature: | | | | Observer Initials or Signature: | | | |
|  | |  | |  | |  | |
| Total acceptable for this month/quarter*(circle one)* | |  | | Total cumulative acceptable to date: | |  |
|  | |  | |  | |  | |
| |  |  |  | | --- | --- | --- | | Observation #4- Materials and Supplies Offers Application Suppliesnged | Date: |  |  |  |  |  |  | | --- | --- | --- | --- | | Yes No Comments: | | | | |  | | | | | Employee Initials or Signature: |  | Observer Initials or Signature: |  | | | | | | | | |
| Yes No Comments: | | | | | | | |
| Employee Initials or Signature: | | | | Observer Initials or Signature: | | | |

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| Total acceptable for this month/quarter*(circle one)*: |  | Total cumulative acceptable to date: |  |