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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.*** |
|  |
| Employee Initials or Signature: | Observer Initials or Signature: |
|  |  |  |
| 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: |  |

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| [ ] Yes [ ] No Comments:  |
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| Employee Initials or Signature: |  | Observer Initials or Signature: |  |

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| [ ] 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.*** |
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| Employee Initials or Signature: | Observer Initials or Signature: |
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| 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: |  |

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| [ ] Yes [ ] No Comments:  |
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| Employee Initials or Signature: |  | Observer Initials or Signature: |  |

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| [ ] 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.*** |
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| 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: |  |

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| [ ] Yes [ ] No Comments:  |
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| Employee Initials or Signature: |  | Observer Initials or Signature: |  |

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| [ ] 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:   |
|  |
| Employee Initials or Signature: | Observer Initials or Signature: |
|  |  |  |  |
| Total acceptable for this month/quarter*(circle one)* |  | Total cumulative acceptable to date: |  |
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| Observation #4- Materials and Supplies Offers Application Suppliesnged  | Date: |  |

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| [ ] Yes [ ] No Comments:  |
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| Employee Initials or Signature: |  | Observer Initials or Signature: |  |

 |
| [ ] Yes [ ] No Comments:  |
| Employee Initials or Signature: | Observer Initials or Signature: |

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