

360° Staff Performance Feedback

As part of the employee's performance evaluation process, please complete and return this feedback form at your earliest convenience but no later than _____. In each category, mark the item which best describes the employee's performance based on your experience.

PERFORMANCE FEEDBACK:		
Employee Name (Last)	First (M.I.)	Performance Period Dates To

I am a customer co-worker subordinate supervisor other (_____) of the employee.

EVALUATION

Interpersonal and Communication Skills: Exhibits appropriate behavioral characteristics toward clients, customers, and peers. Listens well, makes contributions, and keeps others informed.

- Outstanding skills for this job.
- Very desirable skills for this job.
- Skills satisfactory for this job.
- Some skills need to be developed for this job.
- Skills unsatisfactory for this job.
- No knowledge of this skill.

Comments:

Client/Customer Service: Serves the customers/clients in a competent manner. Utilizes resources properly and realistically to accomplish tasks.

- Very competent; understands and uses proper resources.
- Competent and usually uses proper resources.
- Understands resources, but does not always use them.
- Limited knowledge of available resources
- Does not understand or utilize proper resources.
- No knowledge of this behavior.

Comments:

Courtesy: Provides polite attention to other people.

- Always very polite; goes out of the way to assist customers.
- Agreeable and pleasant; assists when requested.
- Polite to customers; limited assistance.
- Tends to be argumentative.
- Blunt; discourteous
- No knowledge of this behavior.

Comments:

Responsiveness: Responds to tasks or requests in a cooperative and timely manner.

- Extremely cooperative; completes all tasks/requests in a timely manner.
- Cooperative and usually completes tasks/requests on time.
- Accommodates tasks/requests as best he/she can.
- Gets to tasks/requests at his/her own convenience.
- Continuously delays completion of tasks/requests.
- No knowledge of this behavior.

Comments:

Problem Solving: Works independently; uses good judgment to make decisions with amount of information available.

- Exceptionally keen and alert when solving problems.
- Recognizes problems and recommends solutions.
- Usually quick to solve problems on own initiative.
- Solves problems but may need help from others.
- Requires help with solving problems.
- No knowledge of this ability.

Comments:

Teamwork: Helps others to resolve problems quickly, gets along with co-workers; maintains a positive, supportive work environment; promotes a "can do" attitude to achieving goals.

- Exceptional team player - always goes the extra mile.
- Outstanding team player - always willing to help/can be a leader or a team member.
- Good team player.
- Needs frequent reminders or encouragement to accomplish team activity.
- Prefers working alone.
- No knowledge of this behavior.

Comments:

Additional Comments:

Feedback Provided By

PRINT NAME _____

- Summarize my comments with those of others.
- My feedback may be shared with the individual.

Signature _____

Date _____