

## Example Staff Performance Review Discussion

**Job Role: Customer Service Champion**

Name of individual	
Name of manager conducting discussion	
Date of meeting	

Company values	Comments	Rating
We treat all of our stakeholders with respect and care- whether colleagues, customers, the community, suppliers or investors. We strive to do better all the time.		
We are honest with ourselves and others, we don't have a problem saying 'I don't know', 'I was wrong' or 'I need help'.		
We go the extra mile to understand our customers and delight them every step of the way.		
We support each other and behave in a friendly and positive manner so that everyone can enjoy coming to work and give of their best.		
When things go wrong, we take responsibility and don't let go until we know an issue has been put right.		

Job deliverables	Comments	Rating
<b>Attendance &amp; punctuality</b> <ul style="list-style-type: none"> <li>• Has a good attendance record</li> <li>• Is punctual</li> </ul>		
<b>Work ethic</b> <ul style="list-style-type: none"> <li>• Works hard in order to deliver the best possible result</li> <li>• Gets a lot done</li> <li>• Completes work in full and on time</li> </ul>		

<b>Conduct</b> <ul style="list-style-type: none"> <li>• Presents and conducts him/herself in a professional, courteous, cheerful and friendly manner</li> <li>• Is trustworthy and reliable</li> <li>• Demonstrate a real sense of care for others</li> <li>• Is co-operative, flexible and helpful</li> <li>• Sticks with an issue and makes sure it is resolved quickly and well</li> </ul>		
<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Has a strong knowledge and understanding of our products and services</li> <li>• Has a strong knowledge and understanding of our procedures</li> </ul>		
<b>Skill</b> <ul style="list-style-type: none"> <li>• Empathises with and creates confidence in customers and others</li> <li>• Deals with customers requests in an efficient and effective manner</li> <li>• Is well organised</li> <li>• Is well prepared to do his/her work</li> <li>• Follows up as appropriate</li> <li>• Keeps good notes and records</li> </ul>		
<b>Development</b> <ul style="list-style-type: none"> <li>• Is open to new learning</li> <li>• Works on developing his/her own capabilities</li> <li>• Helps others to develop themselves</li> <li>• Thinks about, proposes and gets involved in initiatives to help the business to do better</li> </ul>		

Additional comments:

Actions agreed:

Signature job holder		Signature manager	
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