



Republic of the Philippines
PUBLIC EMPLOYMENT SERVICE OFFICE
Silago, Southern Leyte



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PERFORMANCE EVALUATION FORM

Employee Name : BENZ S. CRUZADA
Job Title : GIP
Office Assignment : PESO – Silago, Southern Leyte
Evaluation Period : March 02, 2021 to May 30, 2021

Grading Scale:

5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Good 1 – Poor

EVALUATION FACTORS		RATE
Performance	Good working knowledge of job assignment	4
	Organizes and performs work in a timely, professional manner.	5
	Prepares and submits satisfactory / quality output.	4
	Willingly accepts feedback related to job assignment.	4
Communication	Communicates clearly and intelligently in person and during telephone contacts.	5
Initiative	Performs assigned duties with little or no supervision, even under pressure.	5
	Strives to meet deadlines.	5
Dedication	Reports to work on time.	4
	Uses time constructively.	4
Cooperation	Willingly accepts work assignment.	4
	Willingly accepts changes in assignment not directly related to job.	4
Teamwork	Works well with fellow employees and maintains good working relationship with peers and superiors.	5
Character	Accepts constructive criticism without unfavorable responses.	4
	Demonstrates a pleasant, courteous personality when dealing with customers and fellow employees.	4
	Shows respectfulness to superiors.	4
TOTAL		65
AVERAGE (total / 15)		4.3

Comments and recommendations: Completes all tasks in a timely manner and motivated to learn new processes and skills.


ARABIE SAUDI C. TOMOL
PESO Manager



Performance Evaluation Form

(Supervisor)

Name	Evaluation Start Date	Evaluation End Date
Benz Cruzada	10-Jun-20	20-Jun-20
Department / Section	CCMS Ident	Date Hired (MM/DD/YY)
Operations	3487830	09/12/19
Position	Supervisor/Manager	
Supervisor	Von Benson Ticala	

Rating's Guide

Rating 1 – Unsatisfactory Performance: Consistently performs below expectations commensurate with the role.

Rating 2 – Improvement Desired: Performs some tasks at a level that is below expectations for the role. Not consistent in the performance of job functions.

Rating 3 – Meets Expectations: Consistently meets deadlines and fulfills expectations commensurate with the role.

Rating 4 – Exceeds Expectations: Attains "Meets Expectations" rating but exceeds expectations in multiple areas. Pro-actively identifies and acts on opportunities, demonstrates abilities beyond scope of current role.

Rating 5 – Outstanding Performance: Work performance is consistently superior to standards required for the job.

PART 1: Key Performance Indicators (KPIs)

Key Performance Indicators (KPIs)	Work Objectives	Employee's Self Assessment	Self Rating Score (1-5 Only)	Supervisor Assessment	Weight (must total to 100%)	Supervisor Rating Score (1 – 5 only)	Final Score per KPI
CSAT	To coach and provide Team members with skills to deliver excellent customer experience		4	Agents are given more than one one-on-one coaching per week and has been given tips that can improve their call handling skills	30%	4.50	1.35
QA	To ensure quality per call in a team level		4	Remote monitoring and so as live monitoring is happening with the team not just to upload monitors but also for them to know improvements needed and strengths to maintain.	20%	3.50	0.70
Team Attendance	To ensure all agents are aware of WIIIFMs for their own growth and why are they important in the company for them to report to work daily. LOB is per hour.		5	Touch base day by day to make sure to see what's happening with each agent and to gauge their capability to comply with the schedule given and their importance in the company.	10%	4.00	0.40
FCR	To ensure that all issue will be resolve on the first call they made.			Able to resolve the issue and provide accurate resolution	20%	4.00	0.80
AHT	To be efficient when handling each issue without comprising the quality.			Manage the handling time in timely manner	20%	4.00	0.80
					0%	0.00	0.00
					0%	0.00	0.00
					0%	0.00	0.00
					0%	0.00	0.00
					0%	0.00	0.00
					100%	TOTAL	4.05

ATTRIBUTES	Employee's Self Assessment	Employee's Self Rating Score (1-5 Only)	Supervisor Assessment	RATING SCORE (1 - 5 only)
ADAPTABILITY Handles pressures smoothly and productively, makes excellent decisions even with minimal information, adapts rapidly to changing circumstances and uses his judgment, experience and positive outlook to help the team through challenges. Listens carefully to others, when new ideas come up, he is ready to evaluate them and alter his approach to accomplish goals better.	I was able to exceed the expectation in this area as I base my personality on how I see the people I encounter.	4		4.00
COMMUNICATION Communicates very well with others, organizes his thoughts and expresses himself in a clear and understandable way. Documents and reports are always factual, informative, interesting and easy to read. Promotes an atmosphere where all team members feel comfortable sharing and discussing their ideas, takes the lead in offering valuable information to the team; conscientious about updating others on developments, plans and activities. Uses listening skills to encourage colleagues to be open with him.	I think before I speak. I also follow the correct channel of people and understand comparts as this is vital in understanding and planning a situation.	4		3.50
DECISION MAKING Has an excellent command of decision-making techniques and applies them appropriately. Makes consistent, productive decisions and rarely backs away from difficult decisions, considers all information available when making a decision and as a result makes solid, supportable decisions. Always considers the impact of his decisions on others within the department and organization, solicits input and takes steps to minimize any unfavorable effect of his decisions.	I accept changes as a challenge and I am open with it as I am always gauging the impact of any decision I am making whether it is a pro or a con.	4		4.00
LEADERSHIP A persuasive leader who presents and sells his ideas in a well-organized fashion and supports it with clear and compelling arguments. Is even-handed, showing no favoritism. Establishes a clear direction, sets clear team objectives, communicates expectations and uses good tracking techniques. Maintains strict quality standards and diligent about meeting deadlines. Supportive of company leadership and conscientious about implementing organizational policies. Well-respected by subordinates and colleagues and inspires enthusiasm in his group.	I am able to meet this expectation as I display fair judgement to every people I handle so as colleagues. I never did listen to gossips and I separate personal to work related matters.	4		4.00
MANAGING PERFORMANCE Handles performance problems decisively, acting promptly to settle issues when they arise. Deals consistently and objectively with employees who do not meet the requirements. Takes a positive, improvement-focused approach to performance problems and confines criticism to specific actions or incidents. Defines concrete steps an employee can take to remedy performance problems. Escalates as appropriate following the four step thought process.	I always see positive side of every person I am able to handle. I make sure to work with them hand in hand to get the improvement we are striving.	4		4.00
PEOPLE DEVELOPMENT Committed to his employees' professional development; strongly encourages growth; discusses long-term development needs of his staff. Gives detailed feedback and an honest assessment of staff's strengths and weaknesses. Establishes clear performance expectations and praises strong performance and hard work done by his team. Looks for new ways to reward and motivate the team/staff and offers firm support for their efforts. Provides challenging opportunities and encourages innovation by recognizing those who take risks.	Since I am taking new ideas, whenever I see this can be applied to the team's situation then I'll go and take the risks of trying it. I always take and give feedback and is open to forum where we can talk about it without the feeling of being intimidated with the position of the person.	4		4.00

MEETING MANAGEMENT Holds an optimal number of meetings and makes sure that each meeting has a well-defined purpose. Sets clear agendas and goals and keeps focused on the agenda. Analyzes issues and people involved, his meetings are productive and have a clear focus. Prepares for meetings, encourages and balances input, including their own. Shows excellent judgment in deciding when information and opinions should be exchanged in a meeting or through other channels.	I understand the needs and importance of every meeting and discussion we have in the program and I face it head on, one by one or keep myself focused on it and get new learning that I can apply to other deliverables and plan for the team.	4		3.50
PEOPLE MANAGEMENT Creates a supportive climate that inspires employees to achieve excellence. Ready to coach and give advice. Makes sure that team members know exactly what is expected of them. Builds a productive team that functions smoothly. Delegates wisely and effectively. Understands the abilities of team members and gives each an appropriate level of independence. Actively involves his employees in decision making by soliciting their suggestions and input. Acknowledges and supports good ideas.	I am able to meet the expectation on this area. This is evident with the improvement shown by every team given to me.	4		3.50
PLANNING Develops effective and achievable plans that are aligned with the organizational/corporate plans/objectives. Establishes overall goals and determines steps required to reach these. Formulates initial strategies and tactics, shows judgment and flexibility in readjusting them as necessary. Able to balance short and long-range plans to support overall goals. Keeps other areas well informed; clearly defines necessary resources/budgets, gets resources and support commitments when necessary to ensure smooth implementation and cooperation from others. Anticipates potential obstacles and develops excellent	As I encounter a lot of people and leaders, I am able to see different ways of point of views. This made me be inspired to comply with the needs and exert more effort to get a better developemnt of my people.	3		3.50
PROBLEM SOLVING Quickly recognizes potential problems, able to sift through problems and distinguish unimportant or irrelevant issues from key components. Quickly responds to potential problems/ problems and takes immediate action before problems fully develop. Finds creative ways to overcome obstacles by developing more than one solution. Actively participates in group problem-solving efforts; contributes insightful ideas and facilitates the process by supporting the exchange of ideas and information within the department or with other departments.	I am able to meet the expectation in nthis area by applying the knowledge shared by other people (from the lowest position up to the highest) whom I am able to encounter to.	3		3.00
RESULTS FOCUSED Highly focused, consistently gets results. Can manage competing demands on his time and remains focused on key objectives. Prioritizes tasks to ensure achievement of objectives. Understands relative importance of projects assigned to him. Readily accepts accountability for his own actions. Able to get results through his team members.	I know my responsibility and what is expected from me so I take it weight of each tasks given to me.	4		3.50
ATTENDANCE & PUNCTUALITY Maintains assigned work schedules, considers arrival times, observance of time limits for breaks and lunches, patterns of sick leave, prior approval for vacation, prompt notice of absence due to illness.	Meets the expectation as I am able to report most of time expect when I am unable to perform my duties due to	3		3.00
TOTAL				3.63

OVERALL RATING				
Description	Scoring Range		Part I - KPIs	4.05 x 70% = 2.84
Outstanding Performance	above 4.74		Part II - Attributes	3.63 x 30% = 1.09
Exceeds Expectations	4.25 to 4.74			FINAL SCORE 3.92
Meets Expectations	3.00 to 4.24			EQUIVALENT RATING Meets Expectations
Unsatisfactory Performance	below 3.00			

****At least Vice President or higher level approval is required for all PAs prior to serving to the employee**

PERFORMANCE SUMMARY	
STRENGTHS	WEAKNESSES
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RECOMMENDATION	
<div>For HR USE only</div>	

TYPE OF EVALUATION (please choose one)	
PR: Performance Review conducted 6 months from hiring or promotion. Used for regularization/confirmation. No impact to salary rate.	PA: Annual Performance Appraisal conducted every first quarter of each year. PAs impact salary depending on the rating and performance.

Concurrences	Name	Date (MM/DD/YYYY)
Employee	Benz Cruzada	6/10/2020
Superior	Von Benson Ticala	
Next-Level Superior		
Department Head		
Vice President or higher level approval		

I acknowledge that the form and its content has received appropriate approvals (VP or higher) and was discussed with the employee prior to submitting to PhilippinesAPA@teleperformance.com