

Employee Evaluation Form

I. EMPLOYEE INFORMATION		
Employee Name Managbanag, Ginefer B.	Job Title Customer Service Advocate	
Supervisor/Reviewer Fernandez, Scarla Rose	Review Period From: 01/01/2020 To: 12/31/2020	
II. CORE VALUES AND OBJECTIVES		
PERFORMANCE CATEGORY	RATING	COMMENTS AND EXAMPLES
Quality of Work: <i>Work is completed accurately (few or no errors), efficiently and within deadlines with minimal supervision</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	She has been continuously passing her scorecards and above the target always.
Attendance & Punctuality: <i>Reports for work on time, provides advance notice of need for absence</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	Even on times that we were experiencing lockdown in Cebu and we had difficulty with transportation and sanitation processes before getting into the office, she was never tardy nor absent.
Reliability/Dependability: <i>Consistently performs at a high level; manages time and workload effectively to meet responsibilities</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	Even without a promise of promotion she is ready to take on tasks and responsibilities that would improve her skills so that she is ready whenever a position becomes available for application
Communication Skills: <i>Written and oral communications are clear, organized and effective; listens and comprehends well</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	She is one of the most efficient agent that I have handled, this is because she is quick to comprehend and easy to communicate with.
Judgment & Decision-Making: <i>Makes thoughtful, well-reasoned decisions; exercises good judgment, resourcefulness and creativity in problem-solving</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	It would've been easy to leave the company, to go home and transfer work but Gin has always put into consideration everything that would be impacted as soon as she resigns with the current job. She makes sure that everything is covered before she leaps to her next steps.
Initiative & Flexibility: <i>Demonstrates initiative, often seeking out additional responsibility; identifies problems and solutions; thrives on new challenges and adjusts to unexpected changes</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	There were times when vacation leave were put on hold, were we had to move it to a later date, appointments and plans were postponed but Gin understood that this was a business need and did not complain, instead she continued to be industrious at work.
Cooperation & Teamwork: <i>Respectful of colleagues when</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations	One of my direct reports that I can trust when I go on long leave, she follows up tasks with her team mates, that she

<i>working with others and makes valuable contributions to help the group achieve its goals</i>	<input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	monitors, to make sure that these are all done correctly and on time.
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III. JOB-SPECIFIC PERFORMANCE CRITERIA

PERFORMANCE CATEGORY	RATING	COMMENTS AND EXAMPLES
Knowledge of Position: <i>Possesses required skills, knowledge, and abilities to competently perform the job</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	When she started we had to work on a lot of things, learning the ins/outs of the business and the processes. But she was quick to catch on and she was able to excel right away,
Training & Development: <i>Continually seeks ways to strengthen performance and regularly monitors new developments in field of work</i>	<input checked="" type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets expectations <input type="checkbox"/> Needs improvement <input type="checkbox"/> Unacceptable	Since we worked together one of the goals was to always improve, Gin learned skills, excel, teach backs, improved her confidence and her inter/intrapersonal skills, we made sure that even when she works on a different field in the future she will be able to use the skills that she learned.

IV. PERFORMANCE GOALS

- Continue with self and career development
- People management - provide tasks that would enhance interaction with people that would practice and enhance leadership traits.
- Perception management – expose to responsibilities that would test and improve her responses to different types of audiences.
- Analysis and critical thinking – More excel exposure to practice data mining, data interpretation and creating action plans that would work.

V. OVERALL RATING

<input checked="" type="checkbox"/> EXCEEDS EXPECTATIONS	<input type="checkbox"/> MEETS EXPECTATIONS	<input type="checkbox"/> NEEDS IMPROVEMENT	<input type="checkbox"/> UNACCEPTABLE
<i>Employee consistently performs at a high level that exceeds expectations</i>	<i>Employee satisfies all essential job requirements; may exceed expectations periodically; demonstrates likelihood of eventually exceeding expectations</i>	<i>Employee consistently performs below required standards/expectations for the position; training or other action is necessary to correct performance</i>	<i>Employee is unable or unwilling to perform required duties according to company standards; immediate improvement must be demonstrated</i>
Gin has been a consistent performer and has always been someone dependable, someone who looks at the bigger picture. She learns easily and makes sure that the tasks given to her are done efficiently and accurately.			

VI. EMPLOYEE COMMENTS (OPTIONAL)

VII. ACKNOWLEDGEMENT

I acknowledge that I have had the opportunity to discuss this performance evaluation with my manager/supervisor and I have received a copy of this evaluation.

Employee Signature:

Date:

Reviewer Signature:

Date: **04/04/2021**

A handwritten signature in black ink, appearing to be "J. G. Gaudin", written over a faint, circular stamp or watermark.