

Service Standard/Performance Evaluation

Employee Name _____

Date of Hire _____

Position _____

Location _____

Probation

Special Review

Supervisor _____

Annual

Rating:

5 Excellent	4 Above Average	3 Average	2 Needs Improvement	1 Unacceptable
Broad knowledge of the position and its relationship to others in the practice. Produces exceptional, precise, well-organized quality work. Prioritizes exceptionally well. Anticipates problems.	Good knowledge of position and its relationship to others in the practice. Produces high quality work. Prioritizes well. Usually meets goals on time.	Enough knowledge to perform routine aspects of job. Sometime must seek advice of others. Produces acceptable quality of work. Plans and organizes at a satisfactory level.	Often requires advice from others to perform even routine aspects of position. Work quality is below acceptable standards. Planning and organization ability needs improvement.	Cannot perform even the most routine tasks. Work falls considerably short of acceptable standards. Planning and organization ability far below acceptable level.

Department Standard-Job knowledge

Manager Rating Employee Rating

1	Meets job requirements and applies knowledge/skills to job.		
2	Complete tasks on time.		
3	Produces quality work and achieves high level of accuracy.		
4	Makes good/reasonable decisions.		
5	Knows when to consult with supervisor.		
6	Adds to job skills, attempts non-routine tasks.		
7	Attention to detail, organized and efficient.		
Average Rating			

Comments _____

5 Excellent	4 Above Average	3 Average	2 Needs Improvement	1 Unacceptable
Exceptionally effective in all phases of communication.	Good communication skills.	Communicates at a satisfactory level.	Communication skills are below standards.	Communication skills are far below standards.

Service Standard-Telephone Communication

Manager Rating Employee Rating

1	Answers the telephone within three rings when possible; says "(Department), (Your Name), May I help you?"		
2	Speaks to callers in a friendly, helpful tone of voice.		
3	When putting callers on hold, asks; "Can you hold, please?" and waits for a response.		
4	Keeps "on hold" callers apprised of their status.		
5	When returning to the line, thanks the caller for holding.		
6	If unable to help the caller, takes name/number and promises a callback; follows through on all promises made to callers.		
7	When taking messages, repeats the information to ensure accuracy; uses the appropriate forms and distributes messages in a timely manner.		
Average Rating			

Comments _____

5 Excellent	4 Above Average	3 Average	2 Needs Improvement	1 Unacceptable
Always punctual and has few absences. Exceptional. Often makes suggestions to improve patient relations and services. Demonstrates a thorough understanding of practice philosophy in patient care.	Employee is punctual with good attendance record. Good awareness of practice philosophy and patient services.	Employee meets attendance and tardiness requirements. Satisfactory awareness of practice philosophy and patient services.	Employee is below attendance and tardiness requirement. Awareness of practice philosophy and patient services needs improvement.	Employee is considerably below attendance/tardiness requirement. Awareness of practice philosophy and patient services is below acceptable level.

Professional Standard-Appearance and personal conduct

Manager Rating Employee Rating

1	Arrives at workstation and is ready to begin work at the appropriate time.		
2	Follows the dress code.		
3	Courteous with physicians and fellow staff members.		
4	Limits personal phone calls and side-talk.		
5	Observes department rules for food and drink in the workstation.		
6	Represents the organization in a positive and professional manner at all times.		
7	Maintains patient confidentiality at all time.		
8	Responds calmly and professionally in emergency situations.		
9	Follows the safety guidelines and attends all safety meetings.		
10	Maintains good attendance record.		
11	Doesn't respond to complaints with arguments or excuses; apologizes if errors have been made.		
12	Handles angry and upset patients calmly, politely, yet firmly. Advises supervisor of encounter and whether the supervisor needs to contact patient directly.		
13	Lets the complainer know that they are interested in solving the problem.		
Average Rating			

Comments _____

5 Excellent	4 Above Average	3 Average	2 Needs Improvement	1 Unacceptable
Displays outstanding level of enthusiasm and interest about the job and practice. Displays outstanding level of initiative with little or no supervision.	Usually displays enthusiasm and interest towards job and practice. Displays very good level of initiative with little or no supervision.	Displays satisfactory level of enthusiasm and interest. Displays satisfactory level of initiative with little or no supervision.	Level of enthusiasm and interest needs improvement. Level of initiative needs improvement.	Level of enthusiasm and interest far below acceptable standards. Level of initiative far below acceptable standards.

Professional Standard-Attitude/Initiative

Manager Rating Employee Rating

1	Consistently demonstrates enthusiasm for work.		
2	Respects others' opinion even in disagreement.		
3	Consistently uses professional language.		
4	Demonstrates support for management and adheres to policies and procedures.		
5	Demonstrates initiative.		
6	Does not show disrespect to management with inappropriate comments.		
Average Rating			

Comments _____

5 Excellent	4 Above Average	3 Average	2 Needs Improvement	1 Unacceptable
Displays exceptional skill in communicating with patients and managing difficult situations.	Communicates well with patients and displays tact in handling difficult situations.	Satisfactory skill in communicating with patients and managing difficult situations.	Skill in communicating with patients and managing difficult situations is below acceptable standards.	Unsatisfactory level of skill in communicating with patients and managing difficult situations.

Service Standard-Courtesy and helpfulness

Manager Rating Employee Rating

1	Acknowledges patients/others immediately; uses eye contact & smiles (when appropriate).		
2	Lets patients/others know if delays are expected; keeps patients/others informed of their status.		
3	Uses the patient's last name until you sense that a less formal approach is appropriate.		
4	Uses language becoming a professional.		
5	An "active" listener; pays attention to what the person is saying.		
6	Makes sure the information given is accurate and complete.		
7	Helpful and reassures patients/others who need assistance.		
8	Concludes every encounter with a friendly "thank you" when appropriate.		
Average Rating			

Comments _____

5 Excellent	4 Above Average	3 Average	2 Needs Improvement	1 Unacceptable
Exceptionally willing employee. Always works well with others.	Willing employee. Works well with others.	Cooperation of employee is at satisfactory level.	Cooperation level is in need of improvement.	Cooperation level well below acceptable standards.

Teamwork Standard-Cooperative and helpful

Manager Rating Employee Rating

1	When dealing with fellow employees, recognizes that everyone's job is important to the success of the organization. Is a team player.		
2	Takes the initiative in offering help to co-workers in overload situations.		
3	Responds to requests from other departments in a timely, positive and pleasant manner.		
4	Keeps work related promises to co-workers and employees in other departments.		
5	Approaches all disagreements with fellow employees as problems to be solved. Attempts to solve problems before taking them to the supervisor.		
6	Does not criticize members of the clinic in front of patients or fellow employees.		
7	Assists supervisor by suggesting methods for avoiding problems in the future.		
Average Rating			

Comments _____

	Avg Rating		Total
Department Standard-Job Knowledge		X 40%	
Service Standard-Telephone Communication		X 10%	
Professional Standard-Appearance and Conduct		X 10%	
Professional Standard-Attitude/Initiative		X 10%	
Service Standard-Courtesy and helpfulness		X 20%	
Teamwork Standard-Cooperative and helpful		X 10%	
Total Points			

Comments _____

Employee Signature _____ Date _____

Manager Signature _____ Date _____

Final Rating _____

Recommendations _____

Administration Signature _____ Date _____