

Employee Name:

Supervisor Name:

Position:

Date:

Supervisor/Manager Assessment: Performing for or Working Directly with the Public

Instructions: Please rate your staff member on how he/she demonstrates each of the expected behaviors. With your staff member, compare, discuss, and determine the individual's strengths and opportunities for improvement. It is recommended that the supervisor and staff provide examples to support ratings. Please see the Competency Assessment Supervisor Guide for further instruction on using this assessment tool.

Rating Scale	Definitions
N/A	Not applicable; He / She has not had the opportunity to demonstrate this behavior
1	He/ She rarely demonstrates this behavior; He / She needs improvement in this area
2	He / She usually demonstrates this behavior; He / She meets expectations in this area
3	He / She consistently demonstrates this behavior; He / She exceeds expectations in this area

Behaviors	Rating
<i>Does He/She...</i>	<i>How Frequently Does He/She Do This...</i>
A. Give full attention to what others are saying, taking time to understand the points being made, ask questions as appropriate, and demonstrate understanding of the customer's needs?	
B. Greet the public in a polite, courteous, and timely manner and remain polite during interaction?	
C. Ask helpful questions to identify the needs of members of the public, understand and address their needs and remain available and responsive?	
D. Respond to feedback from members of the public in a helpful manner in order to improve service?	
E. Remain calm, polite, respectful, and approachable when dealing with difficult members of the public, and address the situation in an effective manner?	
F. Behave in a professional manner and provide a positive image of the agency?	
Rating Scale Average	

For additional information and resources related to competencies, please refer to the [Competencies](#) tab on the Performance Management & Development page.