

Employee Name:

Supervisor Name:

Position:

Date:

Supervisor/Manager Assessment: Customer Focus

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. Solicit feedback from customers?	
B. Use customer feedback to improve service?	
C. Ask customers if he/she can be of further assistance?	
D. Provide progress status when aid/solution is not immediate?	
E. Maintain a helpful and supportive attitude?	
F. Offer options when there's not a clearly defined solution?	
G. Convey an empathetic attitude to customers?	
H. Know customers' expectations?	
I. Have an awareness of common issues that arise and the best solutions?	
J. Focus on positive results for the customer?	
K. Remain professional and positive?	
Rating Scale Average	

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