

Supervisor/Manager Assessment: Evaluating the Qualities of Objects, Services, or People

Employee Name:

Supervisor Name:

Position:

Date:

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. Maintain attention and concentration while examining material, objects, people, etc., and make judgments regarding their value, importance, or quality? | |
| B. Use basic-level knowledge and experience to accurately identify clear indications of substandard quality, notice obvious damage, and/or occasionally differentiate between important and unimportant attributes of objects, services, or people, and make notes on observations? | |
| C. Correctly evaluate the quality and reliability of administrative information provided by customers and others? | |
| D. Determine if office equipment satisfies the current needs of the work group and is contributing to the work group meeting its goals, and reports malfunctioning or inadequate equipment? | |
| E. Correctly judge the quality of facilities or services provided to the work group by outside vendors? | |
| F. Use knowledge and experience to categorize service requests from customers and others based on the nature of the request, and provide the correct service according to customer needs? | |
| Rating Scale Average | |

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