interoffice memorandum

to: Kia Hart

from: Juan

subject: Performance Review

date:

cc:

# Overall Rating -- Good

Each employee’s performance will be evaluated in four areas: Reported Listing Customer Satisfaction, Reported Buyer’s Customer Satisfaction, Reported Co-worker’s Satisfaction and Revenue Generation.

# Reported Listing Customer Satisfaction,

You listed 53 properties in the last period. 45 of your listing customers completed the customer satisfaction survey form giving you one of the highest completion rates in the company. You communicated our firm’s desire to involve the customer’s feedback extremely well to your clients. With one notable exception, your clients reported that you were professional, responsive, attentive and effective. You received an average of 4.6 out of 5 possible points in these areas.

# Reported Buyer’s Customer Satisfaction

You sold nine properties for a revenue total of $3,137,750. Only three of the nine customers that you sold properties completed the customer satisfaction survey. This is an unacceptably low completion rate. Please work on improving the number of completed surveys. The scores were good, 4.3 of a possible 6. The area that you received the highest score on was efficient use of the home buyer’s time while shopping. The area that you scored lowest was on prompt communication. You need to remember your cell phone and not leave it in the car. You need to improve your close rates.

# Reported Co-worker’s Satisfaction

The others in the office find your easy to work with and responsive to their needs. You willingly cover for others in the event of an emergency. You promptly respond to your co-worker’s questions and are willing to assist them with researching. The universal negative comment from your co-workers concerns your coffee making. This is not your strong suit. Please ask someone else to make the coffee from now on. Be assured that if you never make coffee in the office again, you will improve in your performance rating. Your overall score from your co-workers was 4.1 of 5 possible points.

# Revenue Generation

You continue to actively list and sell properties. You have 49 unsold listings, which may generate $ 83,124,848. Additionally you have sold $5,029,900 this period. Your revenue stream is outstanding! Congratulations! Please work on improving your communications more promptly.