

**Evaluation Form**

Agent	Joel Catague JR.
Campaign	Dial Customer Solutions
Assessment Period	February 1 to 14, 2023
Purpose of Evaluation	Training Assessment

HPS	%
4	100

Category	Description	Weight	Actual Grade	%	Comments
Cognitive Skills	Shows knowledge, mastery, technicality, and comprehension of the campaign.	20	3.5	88%	He shows great willingness to learn and to improve himself. Never hesitate to ask anything that is unclear to him.
Communication skills	Includes establishing rapport, active listening, fluency, vocabulary, and grammar. Articulate, Energy, and Clarity. Avoids vernacular language. Thoroughness and Accuracy.	20	2.7	68%	Though diction and pronunciation wise is below average. However, those are the areas that has no bearing base on the Quality Overview provided by the client, as long as customers can understand him.
Productivity	Sales output per campaign/Finishes the task in the given time.	20	4	100%	Apart from phone support, he were instructed to handle 2 admin tasks and he was able able to accomplished in a timely manner.
Attitude	Towards co-workers, customers, and the work itself	20	4	100%	He shows a friendly attitude towards his colleague.
Punctuality	Attendace record	20	3	75%	Though he had a day absent due to having an intolerable tooth-ache and that was understandable, other than that he don't have any attendance issues.
				86%	Proficient

Final Recommendation

<input checked="" type="checkbox"/> Probationary	Other Remarks/Recommended Action Items: Applaud him for his effort, willingness and dedication. FOR PROBATIONARY STATUS
<input type="checkbox"/> Extended Training Period (specify details)	
<input type="checkbox"/> Extended Probationary Period (s.d)	
<input type="checkbox"/> Regularization	
<input type="checkbox"/> Appraisal	
<input type="checkbox"/> Retention	
<input type="checkbox"/> Termination	

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