

**Evaluation Form**

Agent	Matthew Hernandez Del Rosario
Campaign	ARG (LAC)
Assessment Period	September 21, 2022 to March 21, 2023
Purpose of Evaluation	Regularization

HPS	%
4	100

Category	Description	Weight	Actual Grade	%	Comments
Cognitive Skills	Shows knowledge, mastery, technicality, and comprehension of the campaign.	20	4	100%	
Communication skills	Includes establishing rapport, active listening, fluency, vocabulary, and grammar. Articulate, Energy, and Clarity. Avoids vernacular language. Thoroughness and Accuracy.	20	4	100%	In full command of the English language with little to none training needed
Productivity	Sales output per campaign/Finishes the task in the given time.	20	4	100%	The agent did a spectacular performance, output wise.
Attitude	Towards co-workers, customers, and the work itself	20	3	75%	Although there were past issues, the agent is friendly towards his coworkers
Punctuality	Attendance record	20	3	75%	There were times that the agent had to go
				90%	Proficient

Final Recommendation

<input type="checkbox"/> Probationary	Other Remarks/Recommended Action Items: With your approval, I recommend Matthew to be on regular employee status
<input type="checkbox"/> Extended Training Period (specify details)	
<input type="checkbox"/> Extended Probationary Period (s.d)	
<input checked="" type="checkbox"/> Regularization	
<input type="checkbox"/> Appraisal	
<input type="checkbox"/> Retention	
<input type="checkbox"/> Termination	

Prepared by:

Verified by:

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