

**Evaluation Form**

Agent	Khanyawtay
Campaign	Energy Makeovers "Call Center"
Assessment Period	August 29, 2022- February 28, 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%	He knows precisely what the campaign is all about and how to convince customers of the significance of switching to LED lighting. Proficient in email and phone calls.
Communication skills	Includes establishing rapport, active listening, fluency, vocabulary, and grammar. Articulate, Energy, and Clarity. Avoids vernacular language. Thoroughness and Accuracy.	20	3.5	88%	He still needs to work on his pronunciation in order to make it easier for customers to understand him.
Productivity	Sales output per campaign/Finishes the task in the	20	4	100%	He is able to make daily sales and surpass his monthly goal.
Attitude	Towards co-workers, customers, and the work itself	20	4	100%	He's really friendly and approachable, so customers are happy dealing with him. He's got a knack for putting people at their ease and knows how to get them to open up.
Punctuality	Attendance record	20	4	100%	Always on time.
				98%	Advanced

**Final Recommendation**

<input type="checkbox"/> Probationary	<b>Other Remarks/Recommended Action Items:</b>  With your approval, I recommend Khanyawtay to be a regular employee of the company.
<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	

<b>Prepared by:</b>	<b>Verified by:</b>
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<b>Approved by:</b>
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