

**Evaluation Form**

<b>Agent</b>	Dianna Lyn Lim
<b>Campaign</b>	CHR Admin Support
<b>Assessment Period</b>	April 12, 2023 - June 12, 2023
<b>Purpose of Evaluation</b>	Monthly Evaluation - Appraisal

HPS	%
4	100

Category	Description	Weight	Actual Grade	%	Comments
<b>Cognitive Skills</b>	Shows knowledge, mastery, technicality, and comprehension of the campaign.	20	3.8	95%	She mastered all of her task in a short period of time when she was transferred to CHR.
<b>Communication skills</b>	Includes establishing rapport, active listening, fluency, vocabulary, and grammar. Articulate, Energy, and Clarity. Avoids vernacular language. Thoroughness and Accuracy.	20	3.8	95%	Her communication skill was excellent that she managed to established rapport with her client as this is one of the most important skill that she needed to have in order to do her task successfully.
<b>Productivity</b>	Sales output per campaign/Finishes the task in the given time.	20	4	100%	For almost 2 months, she always exceeds the monthly quota.
<b>Attitude</b>	Towards co-workers, customers, and the work itself	20	4	100%	I don't see any problem with her attitude towards her co-workers and the work itself.
<b>Punctuality</b>	Attendace record	20	4	100%	You can see her dedication at work on her attendance as she is always present everyday and no lates.
				<b>98%</b>	<b>Advanced</b>

**Final Recommendation**

<input type="checkbox"/> Probationary	<b>Other Remarks/Recommended Action Items:</b>  With your approval, I recommend Dianne to recieve CSAT amounting to 2000 effective <u>June 2023</u>
<input type="checkbox"/> Extended Training Period (specify details)	
<input type="checkbox"/> Extended Probationary Period (s.d)	
<input type="checkbox"/> Regularization	
<input checked="" type="checkbox"/> Appraisal	
<input type="checkbox"/> Retention	
<input type="checkbox"/> Termination	

**Prepared and Verified by:**  
**KRISTINE C. TEJIDA**  
Human Resources Officer**Approved by:****Francis Antoni C. Cacha**  
Managing Director