



PERFORMANCE ASSESSMENT FORM						
Employee ID:	3218461					
Employee Name (Last Name, First Name):	Cruz, Rigel Kent					
Position:	Teammate					
Department:	Acorns			SELF RATING	4.10	
Hire Date:	April 2022			COACH RATING	4.14	
Evaluation Period:	3rd Month			FINAL RATING	4.12	
Review Date:	July 2022					
Coach's Name:	Michelle Demavivas					
Rating Guide:						
5	4	3	2	1		
OUTSTANDING	EXCEEDING EXPECTATIONS	MEETING EXPECTATIONS	NEEDS IMPROVEMENT	UNSATISFACTORY PERFORMANCE		
I. PERFORMANCE (GOAL ACHIEVEMENT)						
GOALS	TARGET	ACTUAL	SELF RATING	EMPLOYEE COMMENTS	COACH'S RATING	COACH'S COMMENTS
SPD	20.00	33.7	4	I can do more, I will do more	5	
CSAT	4.00	4.17	4	Sometimes I lack empathy but most of the time customer is just really having a bad day.	4	
QA	80.00%	90.86%	4	Some of the supports have clashing ideas against QA. It is a learning ground for me.	5	
AVERAGE			4.00		4.67	
II. POTENTIAL (COMPETENCY DEVELOPMENT)						
VALUES	COMPETENCIES	DEFINITION	SELF RATING	EMPLOYEE COMMENTS	COACH'S RATING	COACH'S COMMENTS
Always Strive for Excellence	Dependability	Employee's ability to comply with instructions and perform under unusual circumstances. The extent to which assignments are accomplished effectively .	4	I know myself that I can do my work in any circumstances. Given that I work at my own personal space.	4	Demonstrates solid performance consistently in all aspects of work done
Always Strive for excellence	Comprehension	The ability to easily grasp explanation or instruction	4	It is easy for me to understand each lessonly and put it into work. But there are still concens that I haven't experienced it.	4	Ensures to put to practice all the instructions given for a particular task.
Always Strive for Excellence	Planning and Organizing	Employee's active engagement in planning and assessment processes based on reaching established targets, goals and objectives.	4	I am aiming to move up. That is why I am interested on the works of my TL. Sometimes I suggest some ideas if given the chance.	3	Establishes plans, policies, and practices that improve performance and productivity
Always Strive for Excellence	Results Focus	Employee's results in meeting established objectives, expectations, quantity, customer service, and timeliness both individually and in a team.	5	I am in my own room so I have all the control over my space. I can prevent every distractions.	4	Given in every circumstances, TM is focus in achieving on finishing his task and is very dedicated to his work.
Always Strive for Excellence	Quality of Work	The accuracy, timeliness, completeness and degree of professionalism to which tasks are performed.	4	I haven't experience every issues that is why I am still learning other processes. So there are times that I am making some errors but I am committed to minimize them.	5	Does everything possible to make sure that one's performance is steady and strong, regardless of the situation
Always Strive for Excellence	Diligence	Employee's effort, thoroughness and persistence towards task accomplishment.	4	I know that I will finish any tickets given to me.	3	Listens carefully and learns from the advice given by colleagues and supervisor on how to improve one's approach towards a certain goal
Be Ridiculous	Initiative	The extent to which the employee is self-directed, resourceful, and creative in performing job duties individually or in a team. Also measures employee's performance in identifying and resolving problems; following through on assignments; and initiating or modifying ideas, methods, or procedures to provide improved customer service, redesign business processes, and accomplish duties.	4	I was asking for more tickets before because I want to know more issues and experience them.	3	Always willing to accept responsibility for the tasks given and remain accountable

Continous Self Improvement	Adaptability	Employee's ability to accept and adjust based on ever-changing challenges and/or responsibilities. Dealing with pressure and adjusting personal plans/schedules to meet changing business/operational needs and expectations.	5	I can adapt with what situations.	4	Keeps an open mind and shows willingness to learn new methods, procedures, and techniques that embrace change
Continous Self Improvement	Job Knowledge	Employee's demonstrated job-relevant knowledge and essential skills, such as work practices, policies, procedures, resources, laws, customer service, and technical information, as well as the relationship of work to the organization's mission. Also measured are the employee's self-improvement efforts to enhance skills and knowledge and to stay current with changes impacting the job.	4	I have fully polished what I knew but there are more things I dont know	4	Does own job well regardless of how tedious or difficult it is and asks questions where one needs clarification
Continous Self Improvement	Self-Development	Employee's ability to effectively evaluate skills, knowledge, aptitudes, interests and developmental needs bearing on own or group work performance.	5	I always want to perfect things and score higher numbers.	3	Takes work very seriously and gives no excuse to be absent
Do More with Less	Resource Utilization	Efficient and effective use of available resources.	3	There are days I ask support instead of reading the guide. That is why sometimes, I got wrong perspective of the issue.	3	Uses tools that allow teams to collaborate and foster both creativity and productivity
Do More with Less	Resourcefulness	The degree to which an employee is a source of supply and support to the department, customers, and/or the organization as a whole.	4	I sometimes answer some simple questions of my wavemates. Things that I have experience and I am happy to be asked by them.	3	
Exercise Emotional Intelligence	Interpersonal Skills	Employee's development and maintenance of positive and constructive internal/external relationships. The willingness to function as a team player; give and receive constructive criticism; accept supervision; resolve conflicts; recognize needs and sensitivities of others; and treat others in a fair and equitable manner.	3	My nervousness about things sometimes gets in the way. That is why sometimes I ask too many person with one single issue	3	Knows how to solve problems by coming up with workable solutions effectively.
Exercise Emotional Intelligence	Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.	5	I am always honest with the organization	5	Maintains the highest standards of personal integrity
Exercise Emotional Intelligence	Intelligence	Ability to think and to deal with new or trying situations.	4	I love learning new things. and adapting to them.	3	Takes responsibility for one's own actions
Exercising Emotional Intelligence	Analytical Skill / Judgment	The thoroughness and accuracy of considering, understanding, interpreting, analyzing, and presenting data, facts, rules, legislation, options, procedures, customer input and incorporating/applying that knowledge/analysis in work products. Makes decisive and appropriate decisions based upon accurate assessment of issues, problems, alternatives, and factors impacting on a situation or person	3	Sometimes I misjudge the issue. That is why i resolve things wrongly aswell	3	Makes enough effort to search for the best sources of information
Inspire Others by Believing in Yourself	Confidence	Enthusiasm in one's self and abilities and being at ease under stress that reflects self-control.	4	I am confident that I will learn but I am not so confident on my own judgement.	3	Listens more and speaks less in order to learn and grow

Team Work Makes the Dream Work	Cooperation Network	The extent to which the employee works cooperatively with customers, co-workers and the public.	5	I am well open for everybody and I dont typically ignore someone.	4	Shows great skill and ability to be resourceful in a team and uses available resources to achieve the highest possible results.
Teamwork Makes the Dream Work	Attendance	Faithfulness in reporting to work and conforming to the established work schedule.	5	I have no absents.	5	He is a reliable employee with no issues related to attendance and punctuality.
Teamwork Makes the Dream Work	Communication	Employee's performance in exchanging information with others in an effective, timely, clear, concise, logical, and organized manner. Communications include listening, speaking, writing, presenting, and sharing of information. Consideration is given to client/data complexity and sensitivity.	4	I am able to communicate with my wavemates very well. To the point that they sometimes ask me to support some of their issues.	3	Seeks for clarifications on issues that are not well understood
Work Hard, Have Fun	Work Attitude	Employee's performance relative to efficient methods of operation, customer service, proper conduct, speech, ethical behavior, and company/agency/work unit policies and procedures such as attendance, punctuality, safety, security, proper care and maintenance of assigned equipment, and economical use of supplies.	5	I dont feel pressure and not even a stress on what I am doing. Maybe because of the experience the company is giving me.	4	Certain about capability to get any job done and done well
AVERAGE			4.19		3.62	
III. EMPLOYEE'S COMMENTS						
Employee Comments	I know I'm doing my best to learn and adpat to changes but there is always a room for improvements that is why my average score for myself is 4. It is my passion and attitude from the start to do things perfectly that is why I always refine my work. That is also why, it's annoying when I get DSAT or even low QA scores. I am aiming to move up, that's my goal and I will move up.					
IV. COACH'S COMMENTS						
Coach's Comments	Kent have a high level of commitment that contributes to our success and you work hard and refuse to sit back and fail.					
	Rigel Kent Cruz				July 29, 2022	
	Employee's Signature over Printed Name				Date	
	 Michelle Demavivas				July 31, 2022	
	Immediate Superior's Signature over Printed Name				Date	
	 Mel Anthony Moreno				August 1, 2022	
	Operations Manager's Signature over Printed Name				Date	