

Work Report: Maria Gonzales - Week 2

Employee Information:

Name: Maria Gonzales

Position: Customer Service Representative

Department: Customer Service

Date: 2023-01-17

Summary:

Maria Gonzales has shown improvement in her second week in the Customer Service department. Her commitment to addressing customer inquiries and ongoing efforts to enhance her skills are notable.

Areas of Progress:

1. Task Handling:

Maria has made progress in handling more complex customer queries. Her ability to seek assistance when needed and provide comprehensive solutions is improving.

2. Communication:

Maria's communication skills have seen improvement. She continues to work on providing detailed information, reducing the need for follow-up inquiries.

3. System Familiarity:

Maria's familiarity with the company's systems is growing. Ongoing training has contributed to her increased confidence in navigating and utilizing the systems.