



AMARILLE, MA. DESSA

Customer Service Representative - Non Voice
Tripadvisor

Date Hired: Mar 14, 2016

Date Evaluated: Mar 28, 2018

Evaluated by: Alyssa Principe



Semi-Annual (Jan-Jun)
Evaluation
Evaluation Period: Jan 01 to Jun 30, 2018

Performance Rating: **86.52%**

Salary Increase Metrics	
Total Score	Salary Increase
100 - 97.5	5%
97.4 - 89.5	4%
89.4 - 84.5	3%
84.4 - 80.0	2%
79.9 - 70.0	1%
69.9 below	none

Scale	%	Grading Scale Status
5	100.00	Outstanding Performance
4	97.99	Exceeds Expectations
3	89.99	Meets Expectations
2	79.99	Improvement Needed
1	69.99	Unsatisfactory Performance

* NOTE: Increase not applicable with Regularizations

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Competencies	Max. Weight	Weighted Score	Scale
Attendance & Punctuality	7.61	7.60	5
<ul style="list-style-type: none">• Maintains assigned work schedule• Considers arrival time• Observance of time limits for breaks and lunches• Patterns of sick leave• Prompt notice of absence due to illness			
Adaptability	5.43	4.35	4
<ul style="list-style-type: none">• Handles pressure smoothly and productively• Makes excellent decisions even with minimal information• Adapts rapidly to changing circumstances and uses his/her judgment, experience and positive outlook to help the team through challenges.• Listens carefully to others. When new ideas come up, he/she is ready to evaluate them and alter his/her approach to accomplish the goals better.			
Communication	13.04	10.43	4
<ul style="list-style-type: none">• Communicated very well with others• Organizes his/her thoughts and expresses himself/herself in a clear and understandable way.• Documents and reports are always factual, informative, interesting and easy to read. Promotes an atmosphere where all team members feel comfortable sharing and discussing their ideas.• Conscientious about updating others on developments, plans and activities.			
Problem Solving	10.87	8.69	4
<ul style="list-style-type: none">• Quickly recognizes potential problems• Able to sift through problems and distinguish unimportant or irrelevant issues from key components.• Quickly responds to potential problems.• Analyzes problems and takes immediate action before problems fully develop.• Finds creative ways to overcome obstacles by developing more than one solution.• Actively participates in group problem-solving efforts• Contributes insightful ideas and facilitates the process by supporting the exchange of ideas and information within the department or with other departments.			
Results Focus & Work Proficiency	50.01	30.00	3

- Achieves program targets and goals.
- Prioritizes tasks to ensure achievement of objectives.
- Maintains consistent or progressive numbers that contribute to overall program performance.
- Readily accepts accountability for his own actions
- Displays the appropriate level of proficiency in one's field through work results.
- Demonstrates a commitment to continuous improvement.
- Employee's numbers reflect product/service knowledge and proficiency.

Planning

5.43

4.35

4

- Develops effective and achievable plans that are aligned with the organization/corporate plans/objectives.
- Establishes overall goals and determines steps required to reach these.
- Formulates initial strategies and tactics.
- Shows judgment and flexibility in re-adjusting them as necessary
- Able to balance short and long-range plans to support overall goals.
- Keeps other areas well informed
- Clearly defines necessary resources/budgets.
- Gets resources and support commitments when necessary to ensure smooth implementation and cooperation from others.
- Anticipates potential obstacles and develops excellent contingency plans.

Teamwork & Team Focus

7.61

7.60

5

- Participates in building a group identity characterized by trust, commitment, and enthusiasm.
- Cooperates by using individual skills and contributing to a common cause.
- Provides constructive feedback.
- Works out differences among team members or other groups.
- Respects individual contributions, but also gives input for the advancement of the team.
- Initiates and/or participates in consensus-building.

Overall Performance Summary

1. Major Areas of Responsibility (This is what you do)

These typically relate to the major activities that you perform on your job and/or the goals that have been established by your manager and discussed with you. This is also an opportunity to describe noteworthy accomplishments.

Primary Performance Expectations: Responsibilities & Goals	Notes/Comments on Achievements & Areas for Improvement

2. Performance Competencies - Skills and Behaviors (This is how you do it)

These skills and behaviors have been identified as important for most employees. Other skills and behaviors may be added if needed. Please review and consider how you have demonstrated these in your job and how you might improve on these going forward.

Competency	Notes/Comments on Competency & Suggestions for Improvement

3. Growth & Development Plan

Employee: Describe two or three of your top strengths and one or two growth/development opportunities. Provide this to your Manager for discussion and review.

Strengths	
Growth & Development Opportunities	
Employee Action Steps	
Manager Support	

4. Performance Goals & Expectations (for next Review Period)

Identify three to five goals to be accomplished during the next review period by thinking of the major activities related to your job. At the end of the review period, rate how well these goals were achieved. Keep in mind that during the review period, goals and evaluation criteria may be revised, added, or deleted in order to best meet changing organizational needs. This form should be helpful in completing next year's performance review.

SMART Goal (Specific, Measurable, Attainable, Realistic, Timely)	Measure of Success (How we know it was achieved)

The company may in its discretion, grant a salary increase or a bonus equivalent to to 1% to 5% of the employee's monthly salary. In case the current salary is already maximum pay for the campaign, only a bonus may be given. A positive review does not guarantee salary increases or bonus, nor does it imply continued employment

Signed by:

Employee :

Evaluator :

MA. DESSA ROBLES AMARILLE
Date :

Alyssa Principe
Date : Mar 28, 2018