# Observation Checklist – Open-Source Template: [Insert Title]

Observation Context: [Insert Sub-title Here]

Observer: [Name]

Date: [MM/DD/YYYY]

Employee Observed: [Name]

## Criteria Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| Behavior Observed | Yes | No | Notes |
| Greets customer within 5 seconds of approach | ☐ | ☐ |  |
| Maintains positive body language and eye contact | ☐ | ☐ |  |
| Actively listens and paraphrases customer concerns | ☐ | ☐ |  |
| Uses solution-oriented language | ☐ | ☐ |  |
| Closes the interaction courteously | ☐ | ☐ |  |

## Summary Notes

Observer’s qualitative feedback and situational observations go here.