

Performance Observations

Employee Name	Employee Title	Review Period
Supervisor Name	Supervisor Title	

Date	Observed Behavior	Potential Impact	Action Taken	Continuous Improvement

Sample Phrases to Describe Performance

When using the sample phrases, you need to add substantiating information to the phrase. For example, "I demonstrate a strong, functional knowledge by providing accurate information when responding to customer inquiries."

Job Knowledge	Judgment	Reliability
...displays strong knowledge of responsibilities	...considers alternative course of action	...is consistent, dependable, and accurate
...knows how to enter data into a computer system	...can be entrusted to use good judgment	...fully accepts all responsibilities and meets deadlines
...is exceptionally well informed	...effectively diagnoses situations or conditions	...can be counted on to achieve results in emergency situations

demonstrates a strong, functional knowledge	...excels in developing new perspectives	...displays a strong commitment to successfully completing projects
...thoroughly understands all aspects of the job	...displays excellent intuitive judgment	...meets responsibilities promptly

Quality of Work/Customer Service	Interpersonal and Communication Skills	Teamwork
...shows professional concern for quality work	...encourages open communication to achieve mutual understanding	...is an excellent team player
...is committed to excellence	...keeps other departments informed of developments affecting their functions	...volunteers to assist others when his/her work is done
...quality of work is consistently high	...promptly responds to requests	...promotes cooperative behavior and activities with teammates
...always greets customer and stays focused on his/her needs	...listens for understanding with customers and co-workers	...collaborates with team members to find solutions
...excels in finding solutions for customers' problems	...effectively communicates with customers and co-workers	...shows enthusiasm and pride for team efforts