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|  | 1Q 2020 Performance Review  Conducted by Karli Plunkett- Owner |

# Employee Evaluation

## Employee Information

| Name | Jane Doe | Employee ID | 546908 | |
| --- | --- | --- | --- | --- |
| Job Title | Patient Care Coordinator | Date | | April 1, 2020 |

## Ratings

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | 1 = Poor | | 2 = Fair | 3 = Satisfactory | 4 = Good | 5 = Excellent |
| Job Knowledge | |  | |  |  |  |  |
| Comments | Improving after your recent advancement, with room for improvement on learning new software system. | | | | | | |
| Work Quality | |  | |  |  |  |  |
| Comments | You’ve done an incredibly job increasing booking next patient appointment at checkout. Incredible patient interactions overall. | | | | | | |
| Attendance/Punctuality | |  | |  |  |  |  |
| Comments | It’s nice to never have to worry about whether you will show up on time and organized. | | | | | | |
| Initiative | |  | |  |  |  |  |
| Comments | You done a good job taking on extra responsibilities of your new role. Room for improvement during slow hours though. | | | | | | |
| Communication/Listening Skills | |  | |  |  |  |  |
| Comments | You are doing better than ever with communication. I really appreciate that you have started taking notes while we talk. | | | | | | |
| Dependability | |  | |  |  |  |  |
| Comments | We really appreciate how well you can always focus on the patient, regardless of the craziness in our lives or other spa activities. | | | | | | |
| Overall Rating (average the rating numbers above) | | | **4.5** | | | | |

## Evaluation

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| Additional Comments- I’m so glad we advanced you to Patient Care Coordinator. I can’t imagine anyone else could do a better job than you are doing of improving our key metrics and optimizing patient satisfaction. Our Google and Yelp reviews have increased substantially since your advancement and I believe your interaction with every patient is a large part of the reason why. We are so thankful to have you as a part of the team! |  |
| Goals (as agreed upon by employee and manager)  Finish learning the new software system over the next month and then teach it to us! |  |

## Verification of Review

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| By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation. | | | |
| Employee Signature |  | Date |  |
| Manager Signature |  | Date |  |