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|  | 1Q 2020 Performance ReviewConducted by Karli Plunkett- Owner |

# Employee Evaluation

## Employee Information

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

## Ratings

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| --- | --- | --- | --- | --- | --- |
|  | 1 = Poor | 2 = Fair | 3 = Satisfactory | 4 = Good | 5 = Excellent |
| Job Knowledge | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Comments |  Improving after your recent advancement, with room for improvement on learning new software system. |
| Work Quality | [ ]  | [ ]  | [ ]  | [ ]  | [x]  |
| Comments |  You’ve done an incredibly job increasing booking next patient appointment at checkout. Incredible patient interactions overall. |
| Attendance/Punctuality | [ ]  | [ ]  | [ ]  | [ ]  | [x]  |
| Comments |  It’s nice to never have to worry about whether you will show up on time and organized. |
| Initiative | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Comments |  You done a good job taking on extra responsibilities of your new role. Room for improvement during slow hours though. |
| Communication/Listening Skills | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Comments |  You are doing better than ever with communication. I really appreciate that you have started taking notes while we talk. |
| Dependability | [ ]  | [ ]  | [ ]  | [ ]  | [x]  |
| 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 |  |