

Partial Employee And Manager Performance Worksheet (Sample For Receptionist)

Identification information goes here: It's flexible — employee name, date worksheet last updated, places for signatures. Keep it simple.

Work Task/Responsibility 1	How Do We Know It's Done, (Done Well) 2	Priority (1-10) 3	Date To Complete By If Applicable 4	Complete Or All Satisfactory (Yes, No) 5	Additional Notes 6
Answer phones and respond to questions	On average callers should experience no more than 6 rings before pickup with no caller ever experiencing more than 10 rings. No caller complaints about rudeness.	1	Ongoing	Yes	Problem occurs during lunch periods when receptionist gets overwhelmed and when others are away.
Ensure effective message forwarding to staff from callers.	Messages from callers will be delivered within five minutes of call, or within one minute of recipient arriving back at work.	1	Ongoing	Yes	Manager agrees to revisit scheduling to arrange for proper coverage so that standards are met.

For a complete explanation of the meaning of the columns, examples of how they are used and more, click to visit our resource page [for this form.](#)