

Loyal For Life- Service Recovery

Performance Standards

Performance Period:

30 days from: _____ to _____

Employee: _____

90 days from: _____ to _____

Position: _____

6 months from: _____ to _____

Average hours per week _____

Supervisor _____

Date of last review _____

(New employees should be evaluated after 30 days; regular employees with frequent customer contact every 90 days; and those with less contact every 6 months.)

Instructions: In every category circle the number for the statement that best describes the behavior or attitude of this employee.

Section I: Service Recovery

Attitude toward Customers with complaints:

1. Uneasy with customers
2. Helpful, but reserved
3. Positive, helpful, and confident

Comments: _____

Ability to take control of situation:

1. Uncertain and hesitant
2. Demonstrates good questioning and listening skills, often takes responsibility
3. Takes responsibility, does not lie or make excuses

Comments: _____

Acts quickly to handle customer problems:

1. Has to discuss with management
2. Requires research who was responsible
3. Takes full responsibility and solves problem within 60 seconds

Comments: _____

Takes responsibility for mistakes:

1. Errors are not our fault
2. Customers wrongly blame us
3. Takes responsibility to correct errors

Comments: _____

Is Empowered:

1. Does not take initiative to solve problems
2. Sometimes uses empowerment but not always
3. Empowered with "over happy" customers

Comments: _____

Compensating the customer

1. Doesn't think the customer deserves it
2. Compensates sometimes but hesitant
3. Always compensates customers with services and products of high value, low cost

Comments: _____

Subtotal _____

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Section II:

Section II: Empowerment Mindset

Attitude:

1. Uneasy with utilizing empowerment
2. Helpful, but not proficient
3. Positive, confident, helpful and fast

Comments: _____

Awareness of customer needs:

1. Shows little concern
2. Takes steps to try to improve
3. Consistently improving performance

Comments: _____

Acts on behalf of customer:

1. Low level of confidence
2. Has the knowledge but doesn't take the time
3. Takes responsibility for mistakes and has the knowledge to make informed decisions

Comments: _____

Treats Customers as if they are always right

1. Blames others for mistakes
2. Usually takes responsibility for problems
3. Consistently takes care of the customer

Comments: _____

Displays trust in customers

1. Shows a complete lack of trust
2. Shows some trust; not there yet
3. Displays complete trust.

Comments: _____

Understands the importance of Empowerment

1. Needs further training, fear of being fired
2. Does a good job but sometimes not confident
3. Makes fast, empowered decision in favor of the customer

Comments: _____

Projects an Empowered attitude

1. Uneasy, negative attitude
2. Helpful, but tends to avoid interaction
3. Has mastered Service Recovery and empowerment skills

Comments: _____

Subtotal_____

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Section III:

Section III – From Hell to Heaven in 60 Seconds

Use of Service Recovery

1. Doesn't understand Service Recovery
2. Occasionally uses Service Recovery
3. Has embraced Service Recovery

Comments_____

Ability to take responsibility for mistakes

1. Uncertain & hesitant
2. Displays good skills, often takes responsibility
3. Takes responsibility, does not lie or make excuses

Comments:_____

Ability to Bend the Rules

1. Experiences frustration makes no attempt to bend the rules.
2. Attempts to bend rules, policies & procedures
3. Succeeds in solving problems by bending rules and policies to take care of a customer

Comments:_____

Overcome barriers of Service Recovery

1. Does not work to overcome barriers
2. Has some success overcoming barriers
3. Consistently avoids barriers and completely overcomes those that do get in the way

Comments:_____

Solves problems in 60 seconds or less

1. Shows little concern
2. Tends to move problems up the chain of command for approval
3. Handles in 60 seconds, makes empowered decisions and compensates the customer

Comments:_____

Subtotal:_____

Overall Performance

Section I: Service Recovery

Section II: Empowerment Mindset

Section III: From Hell to Heaven in 60 seconds

Number of points

Section I – III Total

Loyal for Life – Service Recovery

Performance Standards

This evaluation may be used as input for your employee evaluation and may become part of your official record. If you do not agree with your supervisor's comments, you may offer a written rebuttal.

Suggested Performance Standard Evaluation

Score	Rating	Evaluation
18 - 23	Below Standard	Requires frequent supervision and direction to achieve minimum job performance.
24 – 31	Occasionally Below Standard	Needs more training and should review appropriate parts of the program again.
32 – 39	Standard	Performance expected of an experienced employee. Satisfactorily performs all aspects of the job and consistently meets Loyal for Life Performance Standards.
40 – 48	Excellent	Above average in utilizing Loyal for Life techniques to deliver exceptional service. Consistently exceeds job requirements with above average quality. Could be a good leader for future training programs.
49 – 54	Outstanding	Demonstrates exceptional attitude, performance, and skills. Outstanding performance on a level not frequently achieved by others. Excellent leader for future Loyal For Life programs.

Review Date: _____

Date Reviewed: _____

Employee Signature: _____