Employee Name: Month: Observer Name:

**Observation #1 Customer Service**  **Date:**

* Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help Yes No
* Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area Yes No
* Monitors the equipment and supplies customers use in the resource area. Makes sure the equipment is working, and is clean. Helps customers use equipment such as fax, copier, scanner, and computer. Helps customers set up email accounts and passwords for use in sending resumes, using WorkInTexas, applying on line for jobs, and other work related functions. Yes No

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| Comments: ***\* Every area must be completed for each observation.*** | |
| Observers Signature/Initials | Employee’s Signature/Initials |

**Observation #2 Customer Service**  **Date:**

* Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help Yes No
* Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area Yes No
* Monitors the equipment and supplies customers use in the resource area. Makes sure the equipment is working, and is clean. Helps customers use equipment such as fax, copier, scanner, and computer. Helps customers set up email accounts and passwords for use in sending resumes, using WorkInTexas, applying on line for jobs, and other work related functions. Yes No

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| Comments: ***\* Every area must be completed for each observation.*** | |
| Observers Signature/Initials | Employee’s Signature/Initials |

**Observation #3 Customer Service**  **Date:**

* Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help Yes No
* Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area Yes No
* Monitors the equipment and supplies customers use in the resource area. Makes sure the equipment is working, and is clean. Helps customers use equipment such as fax, copier, scanner, and computer. Helps customers set up email accounts and passwords for use in sending resumes, using WorkInTexas, applying on line for jobs, and other work related functions. Yes No

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| Comments: ***\* Every area must be completed for each observation.*** | |
| Observers Signature/Initials | Employee’s Signature/Initials |

**Observation #4 Customer Service**  **Date:**

* Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help Yes No
* Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area Yes No
* Monitors the equipment and supplies customers use in the resource area. Makes sure the equipment is working, and is clean. Helps customers use equipment such as fax, copier, scanner, and computer. Helps customers set up email accounts and passwords for use in sending resumes, using WorkInTexas, applying on line for jobs, and other work related functions. Yes No

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| Comments: ***\* Every area must be completed for each observation.*** | |
| Observers Signature/Initials | Employee’s Signature/Initials |

A total of 12 points a month or 144 points for a year is possible for this expectation.