

RECEPTIONIST
Training Needs Assessment Evaluation Form

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

RECEPTIONIST

Training Needs Assessment Evaluation Form

Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency:

- 1 – Needs significant improvement – employee is unable to complete task or perform function in a satisfactory manner even though assistance is routinely provided
- 2 – Needs improvement - employee can complete task or perform function with considerable assistance
- 3 – Satisfactory – employee can complete task or perform function in a satisfactory manner with little or no assistance
- 4 – Very good – employee consistently completes task or performs functions in an above average manner with little or no assistance
- 5 – Outstanding – employee consistently completed task or performs function at a very high level with little or no assistance

Each competency is to be rated as follows:

- 1 – Competency has little significant to the position
- 2 – Competency has minor significance to the position
- 3 – Competency is important to the position
- 4 – Competency has major significance to the position
- 5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

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Major Category	Skill	Subskill												
Administrative Support	Perform administrative tasks	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Greet the public</td> <td style="width: 16.6%;">Answer phone calls</td> <td style="width: 16.6%;">Take messages</td> <td style="width: 16.6%;">Direct inquiries</td> <td style="width: 16.6%;">Respond to inquiries when appropriate</td> <td style="width: 16.6%;">Type correspondence, reports and other documents</td> </tr> <tr> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> <td>P <input type="checkbox"/> S <input type="checkbox"/> 5</td> </tr> </table>	Greet the public	Answer phone calls	Take messages	Direct inquiries	Respond to inquiries when appropriate	Type correspondence, reports and other documents	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 5
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Technical Skills	Possess computer skills													
Communication	Use effective communication													
	Maintain public relations													

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Major Category	Skill	Subskill
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Professionalism

Demonstrate good work habits

Manage stress	Take direction	Motivate self	Demonstrate dependability and accountability	Maintain confidentiality	Make decisions
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 3

Manage time	Demonstrate willingness to perform alternate duties as required	Demonstrate punctuality	Demonstrate flexibility	Demonstrate organizational abilities	Work with minimal supervision
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4

Meet deadlines	Employ analytical skills	Demonstrate responsibility	Be a team player		
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4		

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Comments:

1. Supervisor's comments

2. Expectations for the coming year/workplan

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3. Employee goals and objectives

4. Career Goals

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5. Recommended training

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6. Employee Comments

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Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: