



Front Desk Associate Monthly Coaching and Review

Associate: _____ Date: _____

CATEGORIES	ASSOCIATE SCORING	MANAGER SCORING	COMMENTS
Customer Service			
Attention to Detail			
Communication			
Phone Etiquette			
Hustle			
Teamwork			
Initiative			

7 Performance Factors

1. Skill/Knowledge 2. Capacity 3. Resources 4. Feedback 5. Internal Motivation 6. Consequences 7. Clear Expectations

