

## **Section 1: People (25%)**

### **PEOPLE - Communicate**

Express yourself effectively in one-on-one conversations and groups. Share information and viewpoints openly and directly with others. Prepare clear and thorough reports, documentation and other written information.

**Rating:** 3.0 - Meets

### **PEOPLE - Foster Teamwork**

Relate to people in an open, friendly and accepting manner. Appropriately involve others in decisions and plans that affect them. Share your experience and expertise with others. Treat fellow Team Members with respect.

**Rating:** 4.0 - Exceeds

Section Comments:

Comments by KATRIN H WATKINS:

Diane relates to her team members and supervisors alike in a open, positive and accepting manner. When needed she involves the right people when she needs help to ensure high levels of customer service are met on a daily basis and the morale in the center stays up as well.

## **Section 2: Service (25%)**

### **SERVICE - Focus on Customer**

Address difficult customer situations in a positive way. Consistently search for ways to improve customer service. Respond to the unique needs of individual customers. Address customer needs by involving the right people and resources at the right time. Seek feedback from customers and adapt accordingly to exceed expectations. Find ways to consistently deliver an outstanding customer experience (live The Purple Promise).

**Rating:** 3.0 - Meets

Section Comments:

Comments by KATRIN H WATKINS:

Diane consistently finds ways of delivering an outstanding customer experience by greeting each customer warmly and engaging them as soon as they enter the center. She is able to meet and exceed their needs by actively listening and consulting with customers at the front counter. Diane should continue to focus on asking open ended questions to be able to offer appropriate products and service to enhance the experience further and delivery the best product possible to the customer. Remember to offer Pack and Ship services, add-on's (POM, other retail items) and 32# for color, 24# for B&W and Frosted covers when consulting with customers.

## **Section 3: Profit/Results (25%)**

### **PROFIT/RESULTS - Demonstrate Drive for Results**

Willingly take on new job responsibilities and challenges. Proactively take action and seek out activities. Readily put in whatever time and effort is required to achieve goals. Be knowledgeable of Company metrics and how you contribute to those metrics.

**Rating:** 4.0 - Exceeds

### **PROFIT/RESULTS - Execute**

Juggle priorities and competing demands for your time. Act resourcefully to ensure that work is completed within specified timeframes and meets quality expectations (done right and on time). Remove obstacles to move the work forward and/or get efforts back on track.

**Rating:** 3.0 - Meets

### **PROFIT/RESULTS - Utilize Sound Judgment and Decision Making**

Base decisions on reason and sound logic. Actively seek solutions to problems and/or challenges when they arise. Generate innovative ideas and solutions to problems and/or challenges.

**Rating:** 3.0 - Meets

Section Comments:

Comments by KATRIN H WATKINS:

Diane willingly takes on new job responsibilities with a smile and can be relied upon to accomplish them on time with the best results. She is able to juggle multiple customers and tasks at the same time without getting overwhelmed or compromising her high level of customer service.

## **Section 4: Self-Management (15%)**

### **SELF-MANAGEMENT - Adapt Readily**

Work productively and with a sense of urgency in the face of ambiguity or uncertainty. Readily adapt to change and to different ways of doing things. Accept feedback openly and without becoming defensive.

**Rating:** 3.0 - Meets

### **SELF-MANAGEMENT - Constantly Learn and Develop**

Seek opportunities to acquire new knowledge and skills. Take ownership of your training and development planning. Apply knowledge gained through training and development to on-the-job activities.

**Rating:** 3.0 - Meets

## **SELF-MANAGEMENT - Demonstrate Responsibility**

Honor your commitments and promises (including time and attendance). Own your tasks and be 100% accountable and responsible for your behavior and results. Focus on quality and devote the necessary time and effort to achieve goals.

**Rating:** 3.0 - Meets

Section Comments:

Comments by KATRIN H WATKINS:

Diane understands "ambiguity and change" and how these critical concepts positively impact the centers performance. She embraces company intimates like the Product of the Month and tries to enhance the customer experience that way.

Diane has move successfully from being a greeter and great help in our self service area to being able to consulting and taking orders at the front counter to actually producing small print jobs on her own. She should continue to focus on her consultation skills by asking open-ended questions and using the "I recommend" phrase to enhance the customer project and offer the best product possible every time.

## **Section 5: Operating Metrics/Business Goals (10%)**

[REDACTED]

**Rating:** 3.0 - Meets

## **Section 6: Strengths and Development Areas (Not Weighted)**

**STRENGTHS: Please list key Team Member strengths as well as how these strengths benefit the team and the Company.**

Diane's strengths are her great customer service and friendly demeanor. Diane greets customers in a friendly way and it has helped improve our VOC scores overall.

**DEVELOPMENT AREAS: Please list key Team Member development areas as well as how you will support the Team Member in developing these areas.**

Diane is exploring new aspects of the business, including learning the production process and familiarizing herself with PPA as well. Partnering Diane with Kathleen or Brian will help develop some of those skills, so that Diane will be even more valuable to the center and Fedex office overall.

Section Comments:

Comments by KATRIN H WATKINS:

Diane is a pleasure to work with and hopefully she will continue to choose Fedex Office as her career choice, as I see a lot of potential for her.