



22nd Floor Strata 100, F. Ortigas Jr. Road, San Antonio, Pasig City
638-06-60 loc 106

PERFORMANCE EVALUATION REPORT FORM

Name of Employee: CRISTY JANE FALCASANTOS Date of Rating: Date Hired: 12/12/2023
Position: CUSTOMER SERVICE REPRESENTATIVE
Location: RGC Head Office Department: CSR
Rating Period: Jan 2024 - March 2024
Purpose of Rating: 3rd Month Evaluation

Instruction: Please review notes on Guide to performance appraisal before accomplishing this form.

FACTORS		RATING				POINTS
1. KNOWLEDGE OF WORK	Has exceptional knowledge of his own&related work.	Has required knowledge of own & related work.	Has required knowledge of own work only.	Needs additional instruction and guidance.	9	
	9 to 10 pts.	7 to 8 pts.	5 to 6 pts.	1 to 4 pts.		
	Remarks : HAS EXCEPTIONAL KNOWLEDGE OF HIS OWN& RELATED WORK.					
2. PRODUCTIVITY	Usually exceeds standards.	Meets standards.	Seldom meets standards.	Never meets standards.	38	
	36 to 40 pts.	30 to 35 pts.	20 to 29 pts.	1 to 19 pts.		
	Remarks : USUALLY EXCEEDS STANDARDS					
3. INITIATIVE	Always	Usually	Sometimes	Rarely	9	
	9 to 10 pts.	7 to 8 pts.	5 to 6 pts.	1 to 4 pts.		
	Remarks : ALWAYS					
4. DEDICATION TO DUTY	Always dedicated to duty.	Usually dedicated to duty.	Sometimes dedicated to duty.	Rarely responds to company needs.	9	
	9 to 10 pts.	8 pts.	5 to 7 pts.	1 to 4 pts.		
	Remarks : ALWAYS DEDICATED TO DUTY					
5. COOPERATION	Always	Usually	Sometimes	Rarely	9	
	cooperative	cooperative	cooperative	cooperative		
	9 to 10 pts.	8 pts.	5 to 7 pts.	1 to 4 pts.		
Remarks : ALWAYS COOPERATIVE						
6. ATTENDANCE & PUNCTUALITY:	Tardiness w/n the allowable no.or less.	With written warning/s	With one (1) day suspension	With 3 days suspension.	9	
		(1st Offense)	(2nd Offense)	(3rd Offense)		
	9 to 10 pts.	7 to 8 pts.	5 to 6 pts.	1 to 4 pts.		
Remarks : NOT LATE ANYMORE						
7. SAFETY AND / OR HOUSEKEEPING	No record of t/infracton against our safety/ housekeeping rules	No record of accident but w/ 1 infracton against our safety/ housekeeping rules	No record of accident but w/ 2 infracton against our safety/ housekeeping rules	Had an accident or had more than 2infractons against our safety/ housekeeping rules	10	
	9 to 10 pts.	8 pts.	5 to 7 pts.	1 to 4 pts.		
	Remarks : ORDERLY AND CLEAN INSIDE THE CALL CENTER ROOM.					
				TOTAL	93	

Previous Challenges and Accomplishments:

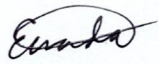
Areas of Strengths:

Maagap at Maayor Makipag Usap sa mga kliyente at laging sumusunod sa mga tasks.

Areas of Weaknesses / Development:

Tatimik at Mahigain lang at palaging nag-rasa ng chabakano

Rated By


: EMELDA C. RAMA
Printed Name & Signature

Date

: 03/21/2024
(mm / dd / yy)

Acknowledged By:


Employee Name : CRIST-JANE FALCASANOS
Printed Name & Signature

Date

: 03/25/24
(mm / dd / yy)

RECOMMENDATIONS:

Approved by : _____ Date Signed _____
mm / dd / yy

Approved by : _____ Date Signed _____
mm / dd / yy

President's Signature : _____ Date Signed _____
mm / dd / yy

EMPLOYEE DETAILS:

Date Hired: _____ Present Rate: _____
mm / dd / yy

Date Appointed to Present Position: _____

Amount of Increase: _____

Date of Last Increase: _____
mm / dd / yy

New Rate: _____

FOR HUMAN RESOURCE MANAGEMENT DEPARTMENT

Nature of Recommendation : _____ Reviewed by: _____

Approved Recommended Rate : _____ Human Resource Department

Approved Recommended Position : _____

Effectivity Date : _____
mm / dd / yy

PER RATING	DESCRIPTION
90-100	Outstanding
75-89	Above Average
50-74	Average
49 below	Below Average

Passing Rate