

Company ABC

Performance Review

Customer Support Engineer

Name	
Reviewer's Name	
Review Period From :	
To :	
Date of Review:	

PERFORMANCE OBJECTIVES AND EVALUATION

List the performance factors/objectives and accomplishments expected during the review period. Revise and add factors/objectives, as necessary, throughout the rating period. Upon completion of the rating period, summarize the employee's accomplishments and performance.

Performance Factors/Objectives	Evaluation

COMPETENCY EVALUATION

Reference last page for the competency requirements for this role. Reference the behavioral indicators and contra-indicators in the competency model to evaluate employee's current proficiency level in each competency. Enter a note for each competency noting in particular where development is needed. Any development needed should be reflected in the performance objective for the *next review period* and should appear in that form. Assign a rating (1 – 5) for each competency.

Competency	Comments	Rating
Market Awareness		
Management		
Communication		
Customer Orientation		
Problem Management		
Interpersonal Skills		
Technical Knowledge		
Product Knowledge		

OVERALL RATING

The reviewer must assign an overall rating from one of the 5 ratings below. Discuss the evaluation with the employee. The employee's achievements in relation to the performance factors and the competency evaluation must be considered in determining the employee's rating.

- Unsatisfactory
- Needs Improvement
- Satisfactory
- Exceeds Expectations
- Outstanding

I have had an annual performance review with my supervisor. I agree that I have had the opportunity to review this rating and understand that I am to receive a copy of it. I understand that my signature does not necessarily mean that I agree with the rating.

Employee's Signature and Date

I certify that this rating report constitutes my evaluation of the performance of this employee for the period covered.

Supervisor's Signature and Date

Competency Requirements

Core Competencies	1	2	3	4	5
Market Awareness	→				
Management	→				
Communication	→				
Customer Orientation	→				
Problem Management	→				
Interpersonal Skills	→				
Technical Competencies					
Technical Knowledge	→				
Knowledge of Product Functionality	→				