

	Unsatisfactory	Needs Improvement	Satisfactory	Exceptional
<b>Work Quality</b>				
<i>Job Knowledge</i>	Student has limited knowledge of resources available for customers and consistently redirects customer questions to others or provides incorrect information	Students attempts to assist customers with questions and direct to appropriate resources but often lack necessary knowledge or need assistance from other staff	Student is mostly knowledgeable about his/her position and can answer customer questions or direct customers to appropriate resources without assistance most of the time	Student is knowledgeable about his/her position and can answer customer questions and direct customers to appropriate resources
<i>Problem Solving</i>	Shows consistent lack of initiative to handle problems on the job; Struggles to take responsibility for work related problems	Demonstrates responsibility, but may require frequent assistance to accomplish job responsibilities; identifies problems but takes passive approach to solutions	Independently handles challenges and new problems on the job; follows through on assigned tasks; generates solutions to problems	Easily identifies problems as they arise; takes initiative when solving problems; offers innovative processes and techniques to improve operations; listens to others views on the problem as needed
<i>Dependability</i>	Assigned task are frequently not completed; often leaves routine tasks uncompleted for others; requires continual prompts to stay on task or complete assignments	Tasks are completed when consistently prompted; tasks may require reworking or revisions	Routine tasks are completed with only an occasional reminder; occasional revisions needed on work products	Routine tasks and additional work assignments are performed without additional prompts; work product requires few revisions

**Customer Service**

*Communication*

Has difficulty expressing thoughts and ideas in a clear or respectful way; may have difficulty speaking up or using professional language	Can present thoughts and ideas clearly and respectfully most of the time; struggles with active listening and use of professional language	Can present thoughts and ideas clearly and respectfully to others but may struggle with active listening; uses professional language	Listens to others and asks questions to clarify as needed; communication with others is clear and respectful; uses professional language
---	--	--	--

*Nonverbal Communication*

Nonverbal communication when speaking to customers (posture, eye contact, and vocal expressiveness) is distracting; appears uncomfortable when speaking to customers.	Nonverbal communication (posture, eye contact, and vocal expressiveness) make him/her appear tentative with the customer; he/she is understandable but appears to lack confidence	Nonverbal communication (posture, eye contact, and vocal expressiveness) make him/her appear comfortable with the customer; he/she communicates messages clearly	Nonverbal communication (posture, eye contact, and vocal expressiveness) make him/her appear interested and engaged with the customer; appears polished and confident
---	---	--	---

*Greeting*

Frequently unaware of new customers and fails to greet them; may appear disinterested or distracted by other tasks	Mostly aware of new customer arrivals and will assess needs if not preoccupied with other tasks	Promptly greets new customers and assesses customer needs	Promptly greets new customers and assesses needs; is friendly and appears excited to assist with customer needs upon greeting
--	---	---	---

**Work Environment**

*Teamwork*

Ignores requests to participate in teamwork or lacks ability or	May join in team activities or discussions but participates	Works collaboratively with others; listens to others views and adds	Works collaboratively with others; actively listens to their views and adds insight to
---	---	---	--

*Conflict Management*

willingness to collaborate with others	minimally or dominates discussion	some insight to team discussions or tasks	team discussion or tasks; may occasionally lead team efforts
Does not maintain healthy cooperative relationships at work; treats some or all student employees or staff poorly; causes conflict with others at times	May not consistently contribute to a team environment; may require coaching in handling workplace conflict	Maintains cooperative relationships with other student workers and staff; mostly capable of resolving workplace conflict; works well on a team	Creates a positive environment for other student workers and staff; demonstrates effective conflict resolution when needed; collaborates with others and seeks their input on team efforts