

California Workforce Connection

Employee Performance Award Judging Sheet

(Must be a member)

Nominee: _____

Judge: _____

Individual/Group: _____

CRITERIA

0 —25

A. Customer Services

0-5

The individual/group has displayed exceptional customer service to make a difference in a customer's life; improved or enhanced the image of the workforce system; demonstrated outstanding leadership that had substantial impact on the improvement of working opportunities; working conditions, or entitlements for customers.

B. Resource Promotion

0-5

The individual/group shows efforts to involve the community and other supportive service for the betterment of the customer; performed outstanding work in encouraging customers to use workforce system services; enhanced the relationship between workforce development providers and the community.

C. Partnering

0-5

The individual/group collaborated with an organization or appropriate audience to provide exceptional customer service for a workforce system customer.

D. Creativity/Innovation

0-5

The individual or group initiated a program idea or innovation that creatively solved a problem or challenge, or improved the delivery of workforce services to customers

E. Improved Operational Efficiency

0-5

Performed outstanding work to improve the operational efficiency of a workforce program which resulted in increased customer service/satisfaction. This could be in terms of improving goals, reducing costs, improving use of technology, staff development, outstanding leadership/management, etc.

F. Membership

Validated – Yes or No

TOTAL POSSIBLE POINTS

25
