

Customer Input Tool for Managers (*Optional*)

Purpose

There are several reasons to get input from customers prior to completing a Performance Review. Below are some examples:

- to determine how satisfied a major customer is with service provided
- to get input on performance when an employee is working on a project that you are not supervising
- to get input on performance when an employee works for several individuals but you are responsible for conducting the performance review
- to confirm that what you observe in an employee's performance matches what others see

Obtaining Input

Input can be obtained in several ways including a telephone conversation, email or other written communication, or a face to face discussion. When asking for input there are a number of considerations about which you might ask for feedback. These include:

- Overall accomplishment of project or tasks
- Major strengths including competencies
- Areas for improvement/development related to completion of tasks or projects, and use of competencies

Considerations

It is important to look for specific information when getting feedback i.e. to link it to a goal or ongoing responsibility, and to understand how performance related to expectations.

As the supervisor, you will want to factor this feedback with other feedback received, as well as your own observations and your knowledge of performance expectations.