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[**Microsoft Word Performance Review Templates: 10 Great Templates You NEED to See!**](https://teamflect.com/blog/performance-management/microsoft-word-performance-review-template)

**Receptionist Performance Review Template**

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| **Receptionist Performance Evaluation Template** | | | | | |
| **Adele Vance:**  Manager |  | | **Reviewer:** Miriam Graham **Review Period:**  **Self-review submitted on:  Review Due: Finalize Due:** | | |
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| These questions are designed to assess various aspects of a Receptionist's performance and provide valuable feedback for their professional development and improvement. | | | | | |
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| **1. Customer Service & Communication** | | | | | |
| **Q1:** How well does the receptionist greet visitors and clients upon arrival? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Does the receptionist display a friendly and approachable attitude at all times? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** How effectively does the receptionist handle phone calls, including transfers and taking messages? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q4:** How well does the receptionist address inquiries and provide accurate information? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q5:** Does the receptionist demonstrate patience and professionalism when dealing with difficult or irate customers? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **2. Time Management & Multitasking** | | | | | |
| **Q1:** How well does the receptionist prioritize tasks during busy periods? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Can the receptionist handle multiple phone lines, in-person visitors, and other tasks simultaneously? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** Does the receptionist complete tasks within the designated time frames? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q4:** How efficient is the receptionist in managing appointments and scheduling? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q5:** Does the receptionist demonstrate punctuality in daily arrival and when returning from breaks? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **3. Technical Skills & Systems Knowledge** | | | | | |
| **Q1:** How proficient is the receptionist in using the phone system, email, and scheduling software? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Does the receptionist maintain accurate records of visitors and appointments? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** How well does the receptionist handle office equipment such as printers, fax machines, and copiers? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q4:** Is the receptionist able to troubleshoot basic technical issues and report them as needed? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **4. Professionalism & Appearance** | | | | | |
| **Q1:** Does the receptionist maintain a professional demeanor and respectful behavior with staff and clients? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Is the receptionist dressed appropriately according to company guidelines? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** How well does the receptionist maintain a clean and organized reception area? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **5. Problem-Solving & Adaptability** | | | | | |
| **Q1:** How well does the receptionist handle unexpected situations, such as last-minute schedule changes? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Can the receptionist make quick decisions when necessary, such as prioritizing calls or visitors? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** Does the receptionist ask for help or clarification when unsure about a task or procedure? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **6. Teamwork & Collaboration** | | | | | |
| **Q1:** How well does the receptionist collaborate with other departments (e.g., HR, Sales, Management)? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Does the receptionist provide assistance to colleagues when needed? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** How effectively does the receptionist communicate with other team members to ensure smooth office operations? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **7. Attention to Detail** | | | | | |
| **Q1:** How accurate is the receptionist when taking down messages and forwarding important information? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Does the receptionist consistently ensure that appointments are properly scheduled and confirmed? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** How well does the receptionist maintain up-to-date records for visitors and deliveries? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **8. Dependability & Initiative** | | | | | |
| **Q1:** How often does the receptionist go above and beyond in their duties without being asked? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Is the receptionist reliable in terms of attendance and punctuality? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** Does the receptionist take the initiative to learn new skills or improve existing ones? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **9. Confidentiality & Integrity** | | | | | |
| **Q1:** How well does the receptionist handle sensitive or confidential information? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Does the receptionist demonstrate integrity in handling company resources and information? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **8. Dependability & Initiative** | | | | | |
| **Q1:** What areas does the receptionist excel in? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q2:** Are there areas where the receptionist could improve? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Q3:** How would you rate the overall performance of the receptionist? | | | | | |
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| **Adele's answers** | | | | **Miriam's answers** | |
| Lorem ipsum | | | | Lorem ipsum | |
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| **Rating of this employee (Miriam's answers) (Between 1-10)** | | | | | |
|  | **Rating** |  | **Weighted Average** | | |
| **Cultural fit** | 6.5 |  | 7.125 | | |
| **Goal progress** | 8 |  |
| **Quality of work** | 7 |  |
| **Communication** | 7 |  |
| **Overall Comments** | | | | | |
|  | | | | | |
|
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|
| **Employee Signature** |  | | **Reviewer Signature** |  | **Date** |