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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? |
|
| **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? |
|
| **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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|
| **EmployeeSignature** |   | **ReviewerSignature** |   | **Date** |