# Formative Exercise 4E

# Feedback Session

## Instructions:

Ask two people to join you for this activity.

1. You will be the supervisor.
2. One person will be the frontline service provider.
3. The third person will be the observer.

**You as the supervisor** must have a feedback session while being observed and **the checklist are completed** by the observer. Use the checklist as provided on the next page.

**Scenario:**

You (the supervisor) were near one the employees when you noticed that he/she acted rudely towards a customer. Call the employee to your office and rectify his/her behaviour.

## Checklist on Feedback to Frontline Service Provider

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NAME OF “SUPERVISOR”** |  | | | |
| **NAME OF “EMPLOYEE”** |  | | | |
| **NAME OF “OBSERVER”** |  | | | |
| **DATE** |  | | | |
| **ACTION** | | | **YES** | **NO** |
| Did the supervisor welcome the employee to the meeting and put him/her at ease? | | |  |  |
| Did the supervisor explain the reason for the meeting? | | |  |  |
| Did the supervisor explain why he/she was not happy with the attitude of the employee towards the customer? | | |  |  |
| Did the supervisor give the employee a chance to explain his/her attitude? | | |  |  |
| Did the supervisor give specific feedback to the employee? | | |  |  |
| Did the supervisor give positive guidelines to the employee? | | |  |  |
| Did the supervisor give the employee a chance to ask questions? | | |  |  |
| **Signature of supervisor** | |  | | |
| **Signature of observer** | |  | | |
| **Signature of employee** | |  | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **First Attempt** | | **Second Attempt** | | **Third Attempt** | |
| Competent | Not Yet Competent | Competent | Not Yet Competent | Competent | Not Yet Competent |
|  |  |  |  |  |  |