

Performance Improvement Plan

Date: [Insert Date]

Employee Name: [Insert Employee Name]

Employee ID: [Insert Employee ID]

Position: Customer Service Representative

Purpose of the Plan

This Performance Improvement Plan (PIP) is designed to address performance issues and provide clear expectations to improve job performance.

Areas of Improvement

- Customer interaction quality
- Response time to customer inquiries
- Adherence to company policies and procedures

Performance Expectations

The employee is expected to:

- Achieve a customer satisfaction score of at least [insert percentage] by [insert date].
- Respond to all customer inquiries within [insert time frame] hours.
- Attend all scheduled trainings and apply learned techniques consistently.

Support and Resources

The following resources will be available to assist in meeting these expectations:

- Weekly one-on-one meetings with the supervisor.
- Access to training materials and workshops.
- Mentorship from experienced team members.

Review Period

The employee's performance will be reviewed on [insert review date]. Progress will be assessed based on the expectations outlined above.

Signatures

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____