



# XYZ Company Training Assessment

This Training Assessment measures the telephone proficiency of the office receptionist. Each question directly relates to the use of the telephone system that each employee has at his or her desk. This assessment applies to both the individual in question and to his or her peers, direct reports, and managers. For this reason, the questions are worded to apply to the person being assessed. If you are assessing someone else, simply consider how the questions apply to THAT person, not yourself.

Enter the name of the person being assessed:

What is your position within the organization?

- 1 Account Executive
- 2 Accountant
- 3 Co-Op
- 4 Human Resources
- 5 Information Systems Support
- 6 Management
- 7 Programmer
- 8 Receptionist
- 9 Secretary
- 10 Technical Support
- 11 Trainer
- 12 Writer

What is your relationship with the person being assessed?

- 1 Self
- 2 Direct Report
- 3 Peer
- 4 Manager

	Very Accurate	Accurate	Neither Accurate nor Inaccurate	Inaccurate	Very Inaccurate
1. The receptionist can call out of the office and receive incoming calls without problems.	5	4	3	2	1
2. The receptionist is always courteous when speaking to others on the telephone.	5	4	3	2	1
3. The receptionist can place someone on hold without disconnecting them.	5	4	3	2	1
4. The receptionist can access her voice mail at any time.	5	4	3	2	1
5. The receptionist can change her voice mail message to reflect new information or standings within the organization.	5	4	3	2	1
6. The receptionist can access her voice mail from another location.	5	4	3	2	1
7. The receptionist can transfer incoming calls to other people's voice mail.	5	4	3	2	1
8. The receptionist can transfer a voice mail message to someone else's voice mail.	5	4	3	2	1
9. The receptionist can transfer a call to another person in the office.	5	4	3	2	1

	Very Accurate	Accurate	Neither Accurate nor Inaccurate	Inaccurate	Very Inaccurate
10. The receptionist can use the phone's intercom to speak directly to others anywhere in the office.	5	4	3	2	1
11. The receptionist can setup and monitor a conference call.	5	4	3	2	1
12. The receptionist can place someone on speaker if she needs to work without the headset/handset.	5	4	3	2	1
13. The receptionist can switch back to the headset/handset if the person she is speaking with doesn't like being on speaker.	5	4	3	2	1
14. The receptionist can take an accurate message with pen and paper if the person she is speaking with doesn't want voice mail.	5	4	3	2	1

**Comments:**

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**Thank-you for completing this Training Assessment. Your answers will be compiled and results will be reported to you in due time by your office manager or direct superior. If training sessions are deemed necessary, you will be provided with the necessary information at that time.**