



Customer Inspector Appraisal Form

Customer Inspector Name: -

CIO Name: -

Date completed: -

Indicators	Evidence	Y/N	Gaps	Actions
Are you able to write reports?				
Are you able to present information back to Incommunities managers on your own or in a pair?				
Are you able to listen effectively?				
Can use a computer for email and report writing?				
Are you able to proof read and check written documents?				
Are you able to present your reports to larger audiences on your own or in a pair?				
Can you use Phone Equipment Listening (Headsets etc.)?				
Can you explain and advise others on the system thinking process?				
Can you check and assess whether other CI's have gathered appropriate evidence (Customer Flows)?				
Turns up on time to meetings, briefings etc.				
Can organise own time effectively – Deadlines				
Sets timescales for others to have information gathered				
Sets timescales for meetings and keeps team activities to time				
Prepare resources and documents for team meetings and activities				

Completes all task within agreed timescales				
Offers advice and support to others in completing tasks				
Can explain why Customer Service is important to Incommunities				
Can explain & describe how the Customer Inspector role helps to improve customer service				
Understands the range and diversity of the wider customer group				
Can gather information fairly and impartially				
Can use different methods of observation – phone calls, face to face				
Looks at all the evidence before making a decision or forming an opinion				
Assists other CI's where required i.e. being objective, analysing information judgements				
Understands acting in a professional manner, can assist in influencing others				
Can recognise the importance of compromise and being assertive				
Acts professionally to set a good example to others				
Can provide feedback in a structured and constructive way				
Can receive feedback and act on it for purposes of development				

Any other Issues (include feedback from others)

Development and Learning