Johnson County Community College
Business Office Technology

Intern Performance Expectations

Rating Scale

Please assign a numerical rating for each performance expectation listed. The rating scale is a range of values from "1" to "5" with "5" as the highest value. The range of values is defined as follows: 5 = Substantially Exceeds Expectation; 4 = Exceeds Expectation; 3 = Meets Expectation; 2 = Expectation Needs Further Development; 1 = Did Not Achieve as Expected; NA = Not Applicable or Not Expected in this Position.

	Performance Expectation	5	4	3	2	1	NA
Ownership	Takes pride in the organization.	☐	☐	☐	☐	☐	☐
	Keeps work area clean and neat.	☐	☐	☐	☐	☐	☐
Attitude	Provides service with care and courtesy.	☐	☐	☐	☐	☐	☐
	Acknowledges other's presence immediately.	☐	☐	☐	☐	☐	☐
	Accepts feedback without becoming defensive and uses it to strengthen future performance.	☐	☐	☐	☐	☐	☐
Communication	Is courteous and uses a pleasant tone in person and over the phone.	☐	☐	☐	☐	☐	☐
	Addresses everyone by name.	☐	☐	☐	☐	☐	☐
	Listens carefully to others, taking time to understand and ask appropriate questions without interrupting.	☐	☐	☐	☐	☐	☐
	Uses technology appropriately as a tool for communication (e.g., email, scheduling appointments).	☐	☐	☐	☐	☐	☐
Commitment	Anticipates needs and asks questions.	☐	☐	☐	☐	☐	☐
	Treats others as professionals deserving courtesy, honesty and respect.	☐	☐	☐	☐	☐	☐
	Cooperates with others.	☐	☐	☐	☐	☐	☐
Etiquette and Customer Service	Provides a comfortable atmosphere for visitors.	☐	☐	☐	☐	☐	☐
	Explains and apologizes if delays have occurred.	☐	☐	☐	☐	☐	☐
	Focuses on others and avoids personal conversations with co-workers in the presence of clients/customers or visitors.	☐	☐	☐	☐	☐	☐
	Acknowledges others in common areas; holds doors open for others	☐	☐	☐	☐	☐	☐

Privacy	Keeps employee, client/customer, and business information confidential.	☐	☐	☐	☐	☐	☐
	Is respectable of personal privacy.	☐	☐	☐	☐	☐	☐
Appearance	Is clean and professional.	☐	☐	☐	☐	☐	☐
Duties	Follows policies and procedures.	☐	☐	☐	☐	☐	☐
	Works in a disciplined and organized manner.	☐	☐	☐	☐	☐	☐
	Displays proficiency with computer software (Word, Excel, etc.)	☐	☐	☐	☐	☐	☐
	Maintains high levels of accuracy with great attention to detail.	☐	☐	☐	☐	☐	☐
	Provides assistance to clients/customers, both internal and external, such as other employees, other departments/units, or people who call for information/help.	☐	☐	☐	☐	☐	☐
	Maintains a professional and positive work ethic.	☐	☐	☐	☐	☐	☐
	Never abuses or takes advantage of sick time or personal time and willingly adjusts schedule when requested to accommodate workload.	☐	☐	☐	☐	☐	☐
	Consistently meets work schedule.	☐	☐	☐	☐	☐	☐
	Demonstrates flexibility required to meet changing priorities.	☐	☐	☐	☐	☐	☐
	Seeks assistance when unclear.	☐	☐	☐	☐	☐	☐
	Verifies information for accuracy and completeness.	☐	☐	☐	☐	☐	☐
	Organizes and prioritizes assigned work and schedules time to accommodate work demands, turnaround time requirements, and commitments.	☐	☐	☐	☐	☐	☐
	Expands job-related knowledge and skills to improve performance and adjusts to change.	☐	☐	☐	☐	☐	☐
	Uses interpersonal skills effectively to build and maintain cooperative working relationships.	☐	☐	☐	☐	☐	☐
	Provides support to co-workers.	☐	☐	☐	☐	☐	☐
	Handles difficult and sensitive situations tactfully.	☐	☐	☐	☐	☐	☐

Comments: