

Name \_\_\_\_\_ Department/Unit \_\_\_\_\_

Dept/Person Rounded on \_\_\_\_\_ Date/Week of \_\_\_\_\_

Key Words or Questions	Special Employee Issues

*Tip: Initially explain the commitment to excellent customer service!*

Steps	Comments	
1. What's working well?		
2. Is there anyone I should recognize for going doing great work?	<u>Who</u>	<u>What/Why</u>
3. What one or two things could we do better?		
4. Accuracy in the delivery of service 1 2 3 4 5		
5. Timeliness in the delivery of service 1 2 3 4 5		
6. Anticipates needs of internal customers 1 2 3 4 5		
7. Positive attitude in providing service 1 2 3 4 5		
8. Excellent service recovery when system failures do occur 1 2 3 4 5		
9. Progress update from previous rounding		
10. Issues to be addressed for follow up  Thank You for making a difference at Vanderbilt!		

**Review findings with your next level leader regularly.**