**Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date/Time:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Appearance of office**

1. Was the outside of the office clean? (I.E. Were the sidewalks shoveled?; Was there garbage picked up and none lying around the building?; Was the grass mowed?; Were there places to park, etc.?)

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1. Did it appear to be neat and orderly? (I.E. Vacuumed, mail gathered and dispersed accordingly, messages taken off phones and delivered with confidentiality kept in mind)

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1. Were the offices cleaned and all loose paper put away (if the employee was working with a customer)?

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**Reflections of visit with employee working with a customer**

1. Was the employee helpful in assisting the customer with any needs or services he/she had? (I.E. How they conducted themselves in person, over the phone, and via email)

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1. Did the employee complete an intake? If so, did they utilize the full two hours set aside for the intake?

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1. Did the employee complete an employment plan? If so, did they utilize the full 30 minutes to assist and guide the customer to help him/her achieve their employment goals?

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**Morale of office**

1. Was the office upbeat and positive?

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1. Was the office warm and inviting? (I.E. Was the coffee made?; Did the employees offer to assist customers on other’s caseload when greeting them or gathering paperwork?; Were you greeted when you entered the office?)

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**Reflections on location visit and Comments/Concerns:**

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**Completed by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**