

**Appendix A - SAMPLE EMPLOYEE EVALUATION: Donation Solicitation**

Employee Name: \_\_\_\_\_ NetID: \_\_\_\_\_ Date: \_\_\_\_\_

Call Time: \_\_\_\_\_ Supervisor: \_\_\_\_\_

- | Yes                   | No                    |  |
|-----------------------|-----------------------|--|
| <input type="radio"/> | <input type="radio"/> | Uses proper introduction                   |
| <input type="radio"/> | <input type="radio"/> | Updates address                            |
| <input type="radio"/> | <input type="radio"/> | Asks for NetID                             |
| <input type="radio"/> | <input type="radio"/> | Asks for email address                     |
| <input type="radio"/> | <input type="radio"/> | Asks for business information              |
| <input type="radio"/> | <input type="radio"/> | Asks for cellphone number                  |
| <input type="radio"/> | <input type="radio"/> | Asks open-ended questions                  |
| <input type="radio"/> | <input type="radio"/> | Asks College- or campus-specific questions |
| <input type="radio"/> | <input type="radio"/> | Uses first ask                             |
| <input type="radio"/> | <input type="radio"/> | Handles objections                         |
| <input type="radio"/> | <input type="radio"/> | Follows ask ladder                         |
| <input type="radio"/> | <input type="radio"/> | Makes participation ask                    |
| <input type="radio"/> | <input type="radio"/> | Asks for matching gift                     |
| <input type="radio"/> | <input type="radio"/> | Asks for credit card information           |
| <input type="radio"/> | <input type="radio"/> | Uses proper conclusion                     |

Call Outcome: \_\_\_\_\_

- Volume & Tone:       Yes    No  
Attitude:             Yes    No  
Handles issues:       Yes    No  
Listens:                Yes    No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Areas Needed for Improvement: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Signature: \_\_\_\_\_