

Execution - Assessment Rubrics of Service Performance

Grade	Descriptions	
A+	Excellent	Performance: delivered service competently/professionally; demonstrated leadership, initiative, responsibility; maximized/creatively used resources for service; communicated effectively (clear self-expression, tailor-made strategies to learners, listens, adapts); managed problems/challenges sensibly Teamwork: worked effectively in the team; strengthened team cohesiveness & efficacy; made valuable contributions to team project; shared constructive ideas in appropriate ways Attitude: served with enthusiasm; encouraging/supportive of others; empathy & care towards clients; positive attitude towards criticisms; open to suggestions; established good relations
A		
A-		
B+	Good	Performance: Fulfilled tasks consistently & responsibly; engaged in serving; made good use of available resources; good communication (clear, reciprocal); overcame problems/challenges Teamwork: Worked well in the team; contributed positively with ideas & work Attitude: supports/seconds teammates; empathy/care towards clients; sensible towards criticisms or suggestions (acknowledges & adjusts); friendly, respectful
B		
B-		
C+	Satisfactory	Performance: Able to fulfill tasks & communicate with others, generally according to plan, <i>without</i> extra effort, contact, special strategy or adjustments Teamwork: Does his/her allocated work; contributes with ideas/work sometimes or when needed Attitude: Rather passive; listens to criticisms or suggestions but does not show improvement/adjustment; respectful to others; pays attention to clients
C		
C-		
D+	Pass	Performance: Mediocre service (occasionally tardy, unprepared, distracted); lacks communication skills/effort to communicate better Teamwork: Tended to complain or do/neglect to do things which disrupted teamwork or compromised service; partial acceptance of criticisms/suggestions without any attempt to change. Attitude: Passive; limited awareness of the beneficiaries (needed prompting); lacks interest/engagement
D		
F	Fail	Performance: Overall irresponsible & unsatisfactory service (tardy/absent, unprepared, disengaged) Teamwork: Barely contributed to teamwork and communicated with team members; tended to criticize/disagree/not cooperate with others/others' work without sufficient reason. Attitude: Did not show much care towards beneficiaries; instances of disrespectful or unbecoming behavior which were harmful to the clients or project; did not show any effort to improve or make up for these.