Feedback Results
Your CompanyName Here
2024

Sample Employee

Introduction

What you will find in this report

This report contains the results of the feedback collected for you. These results are presented to help you identify your strengths, areas for development, and areas where your ratings may diverge with individuals providing you feedback.

We hope that you remember from your own experience how difficult it can be to provide others with this type of feedback, be open to considering their opinions, and be willing to use their feedback in your development.

Goals of the 360 Degree Feedback

Multi-Source Feedback presents a more complete picture of an individual's behavior and performance by drawing information from different perspectives within the work environment. It gives recipients a resource to guide their development, and reviewers' additional input.

Feedback from multiple sources helps you in several ways, including increasing awareness of your strengths, how you are perceived by others in different roles, and providing input for your professional development.

Receiving Feedback

Receiving feedback is a tremendous opportunity to discover how you are perceived by others which may be similar or dissimilar to how you perceive yourself. It is important to reflect on your feedback as a tool to help you set specific goals for professional development. This can be done when you see the feedback as it is, a perspective on where you may improve your performance and working relationships. It is important to realize that seeking and receiving constructive feedback is the only way we can see our "blind spots."   This feedback may help us to understand the negative impact our actions may unintentionally have on others.
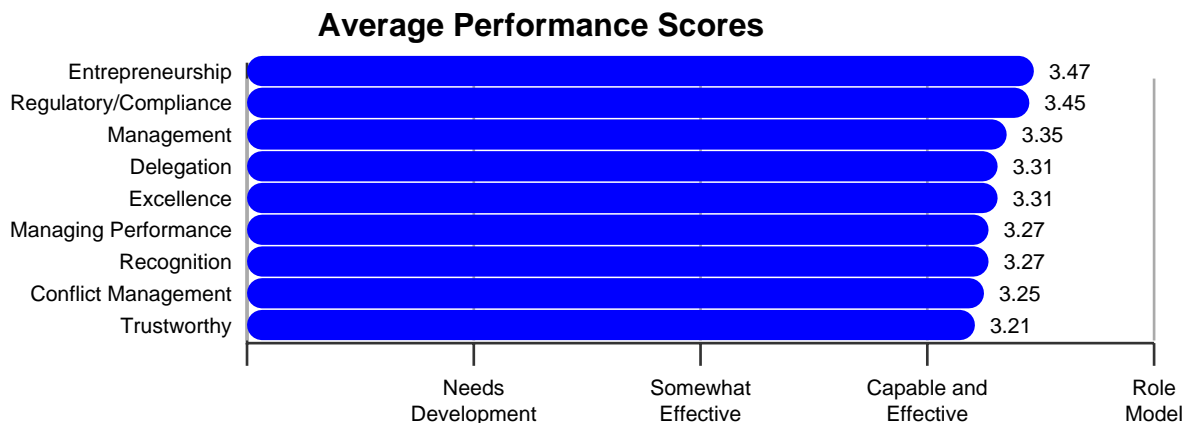
What to Do with Your Feedback

Use your feedback to help you develop awareness and set goals for developing your effectiveness. This can be done if you see the feedback as multiple perspectives on where you are already strong or can improve in the defined areas of effectiveness.
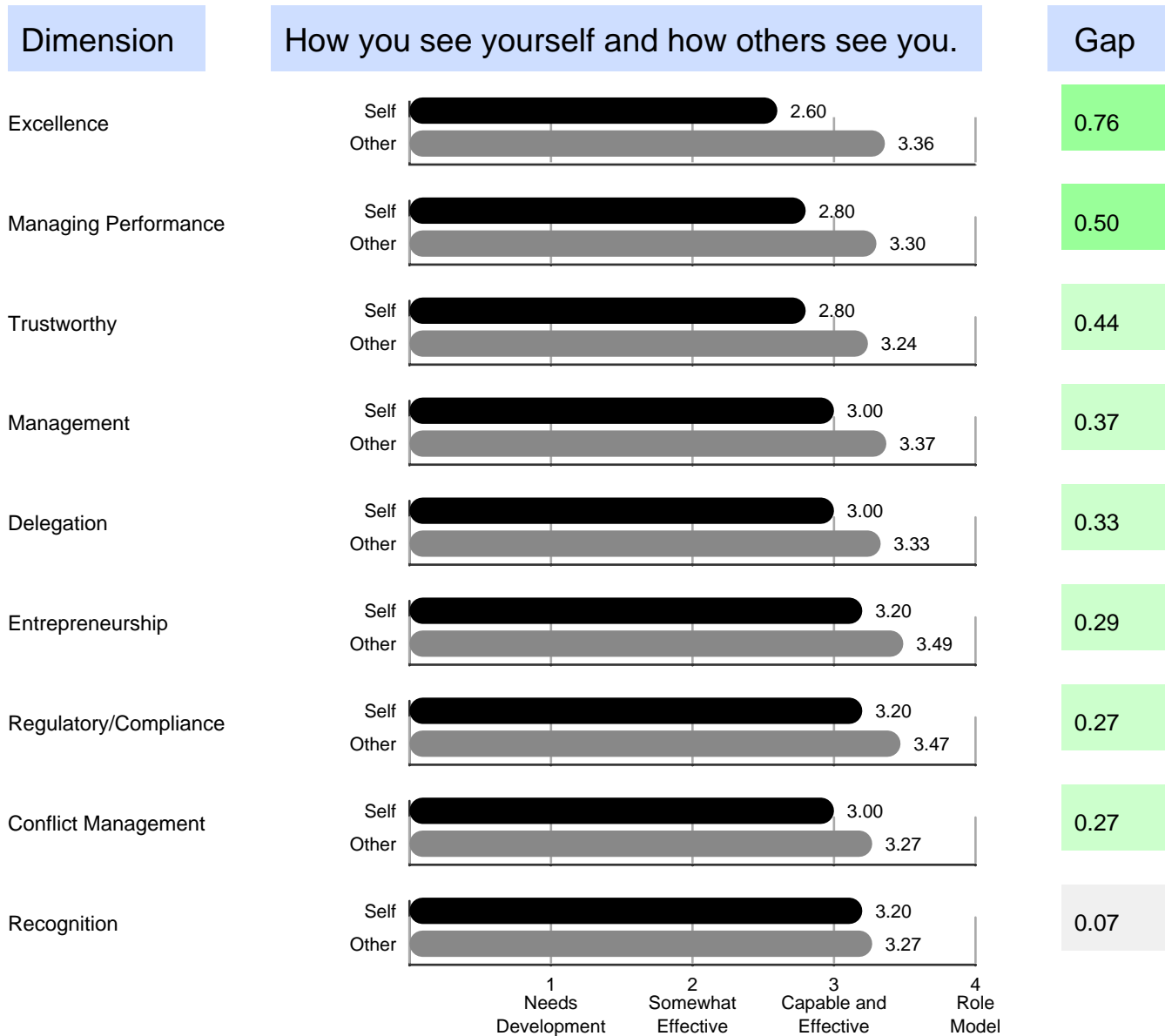
Summary

The questionnaire items used in this feedback process asked respondents to rate specific behaviors and competencies identified by [Your Company Name] current leaders. These behaviors and competencies fall into 9 major dimensions of leadership.

The summary scores for each dimension shown below were calculated by averaging all respondents' scores for all of the questions within that dimension. These dimension summary scores are sorted from high to low, with the highest shown at the top. The dimensions toward the bottom may need the most development.

Average Performance Scores

Dimension	Score
Entrepreneurship	3.47
Regulatory/Compliance	3.45
Management	3.35
Delegation	3.31
Excellence	3.31
Managing Performance	3.27
Recognition	3.27
Conflict Management	3.25
Trustworthy	3.21

Scale: Needs Development — Somewhat Effective — Capable and Effective — Role Model

Gap Analysis

The following table graphically displays the "Gap," or difference between your average rating on each competency (labeled "Self") and the average score of all other respondents (labeled "Others") who provided you with feedback. This can help you identify blind spots, or areas where you were rated more favorably by other respondents than by yourself. The Gaps for these competencies are colored in shades of green. Conversely, the graph can also help you identify your opportunities for improvement, or areas where you rated yourself higher than others did. The Gaps for these dimensions are colored in shades of red. The darker the shade of green or red, the larger the Gap. Finally, if a dimension's Gap is not shaded with a specific color, it indicates an area of agreement between yourself and others.

Dimension	How you see yourself and how others see you.	Gap
Excellence	Self 2.60 / Other 3.36	0.76
Managing Performance	Self 2.80 / Other 3.30	0.50
Trustworthy	Self 2.80 / Other 3.24	0.44
Management	Self 3.00 / Other 3.37	0.37
Delegation	Self 3.00 / Other 3.33	0.33
Entrepreneurship	Self 3.20 / Other 3.49	0.29
Regulatory/Compliance	Self 3.20 / Other 3.47	0.27
Conflict Management	Self 3.00 / Other 3.27	0.27
Recognition	Self 3.20 / Other 3.27	0.07

Scale:
1 Needs Development
2 Somewhat Effective
3 Capable and Effective
4 Role Model

Entrepreneurship

Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
1. Understands the processes and various stages of business development.	15	3.20	93.3	7%	67%		27%
2. Seeks and utilizes mentors to help guide professional development.	15	3.87	100.0	13%	87%		
3. Maintains a high level of energy to respond to demands of the job.	15	3.33	93.3	7%	53%		40%
4. Finds unique ways to go around barriers to success.	15	3.60	93.3	7%	27%	67%	
5. Encourages dynamic growth opportunities.	15	3.33	93.3	7%	53%		40%

Time Comparisons by Item

Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change	
1. Understands the processes and various stages of business development.	3.29	3.20	-0.09	▼
2. Seeks and utilizes mentors to help guide professional development.	3.65	3.87	+0.22	▲
3. Maintains a high level of energy to respond to demands of the job.	3.18	3.33	+0.16	▲
4. Finds unique ways to go around barriers to success.	3.41	3.60	+0.19	▲
5. Encourages dynamic growth opportunities.	3.24	3.33	+0.10	▲

Comments:
- The outcomes and expectations are not clearly defined on a regular basis.   Sometimes the expectations are vague and it's hard to get a set answer.
- She is someone that has proven she can be trusted to do what is right.
- ___ hires and retains performance oriented employees who are good listeners and collaborative in their approach helps guarantee our continuous improvement.
- The department is lucky to have her.
- Do not hesitate to lean into the hard conversations and give hard feedback. The hard often produces growth.
- There are times that the customers interest is overlooked because it is the way we have always done it.

Management

Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
6. Is ready to offer help	15	3.20	93.3	7%	60%		33%
7. Sets an example for others to follow	15	3.20	86.7	13%	53%		33%
8. Makes you feel enthusiastic about your work	15	3.40	93.3	7%	47%		47%
9. Keep staff informed about what is happening in the company	15	3.47	93.3	7%	40%		53%
10. Delegate tasks effectively	15	3.47	93.3	7%	40%		53%

Time Comparisons by Item

Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change	
6. Is ready to offer help	3.24	3.20	-0.04	▼
7. Sets an example for others to follow	3.41	3.20	-0.21	▼
8. Makes you feel enthusiastic about your work	3.24	3.40	+0.16	▲
9. Keep staff informed about what is happening in the company	3.18	3.47	+0.29	▲
10. Delegate tasks effectively	3.35	3.47	+0.11	▲

Comments:
- She is strongly committed to continuous improvement and fosters an environment where improvement ideas are welcomed, discussed openly, and experimented on.
- She is well respected.
- ___ is customer focused and many of the processes we have worked out as a team all loop back around to what is best practice and customer satisfaction. I have enjoyed working with ___ for many years.
- I think ___ is doing to great job! The learning curve is steep and she is growing to meet the challenge.
- I feel like I can run things past her and she will give me her honest feedback on how to proceed.
- Monitors the teams progress and adjusts the plan to ensure tasks are successfully completed.

Managing Performance

Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
11. Acknowledges employee contributions that support the bottom line.	15	3.53	100.0		47%	53%	
12. Obtains commitment from employees regarding completion of tasks.	15	3.27	100.0		73%		27%
13. Examines the most effective ways for accomplishing goals.	15	3.33	100.0		67%		33%
14. Ensures that team goals are met 85 percent of the time.	15	3.13	86.7	13%	60%		27%
15. Ensures employees understand how work is to be completed.	15	3.07	80.0	20%	53%		27%

Time Comparisons by Item

Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change
11. Acknowledges employee contributions that support the bottom line.	3.47	3.53	+0.06 ▲
12. Obtains commitment from employees regarding completion of tasks.	3.47	3.27	-0.20 ▼
13. Examines the most effective ways for accomplishing goals.	3.35	3.33	-0.02 ▼
14. Ensures that team goals are met 85 percent of the time.	3.18	3.13	-0.04 ▼
15. Ensures employees understand how work is to be completed.	3.00	3.07	+0.07 ▲

Comments:
- The staff works very well together and is a fine tooled machine.   Everyone is very good at the role and engaged.   The annual scores for the department were high and I believe very accurate in representing that we are a strong team.   All of the staff know what is expected of them and they know I respect their work expertise.   Individually, team members work with other parts of the organization and they are all well respected and their advice is sought out, particularly, who is asked to work on projects in a number of areas, especially grant writing.
- At times I feel like ___ does not hear or seek out information from the entire team prior to make a judgement or decision. This can be interpreted as non caring and that someone's opinion does not matter.
- I have great respect and appreciation for ___.   Not only does she do her job well, she takes time to try and understand mine and what needs I may have to get my job done effeciently and effectively.
- I admire ___ for her vision and ability to think outside the box to better meet our organization's needs.
- Between leadership meetings, my masters program in leadership, and most recently my involvement in R&D, I am challenged to stretch and grow my skillset daily.
- ___ is very supportive, knowledgeable, and a consummate professional.   She leads by example and has no problem rolling up her sleeves and providing support when needed.

Delegation

Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
16. Encourages and empowers subordinates to use initiative in achieving goals and objectives.	15	3.40	93.3	7%	47%		47%
17. Tells subordinates what to do, not how to do it.	15	3.27	93.3	7%	60%		33%
18. Delegates tasks, responsibilities, and accountability as appropriate to the level of employee.	14	3.00	92.9	7%	79%		14%
19. Assigns tasks to create learning opportunities for the employees.	15	3.47	100.0		53%		47%
20. Sets clear and reasonable expectations for others and follows through on their progress.	15	3.40	93.3	7%	47%		47%

Time Comparisons by Item

Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change	
16. Encourages and empowers subordinates to use initiative in achieving goals and objectives.	3.65	3.40	-0.25	▼
17. Tells subordinates what to do, not how to do it.	3.47	3.27	-0.20	▼
18. Delegates tasks, responsibilities, and accountability as appropriate to the level of employee.	3.12	3.00	-0.12	▼
19. Assigns tasks to create learning opportunities for the employees.	3.59	3.47	-0.12	▼
20. Sets clear and reasonable expectations for others and follows through on their progress.	3.29	3.40	+0.11	▲

Comments:
- Her professionalism is beyond reproach and she is fair and just.
- She is willing to fill in with daily workload when we are short staffed.
- ___ offers support to her managers in a style that is engaging, consistent, and motivating.
- ___ takes people where they want to go and pushes them to be their own success.
- ___ is dedicated to her work and the employees that she manages. I am amazed at the kind of time she puts into this organization.
- Her leadership skills make me jealous and consider her a mentor on how I would want to be in that position

Excellence

Level of Skill
The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
21. Demonstrates the analytical skills to do their job.	15	3.53	100.0		47%	53%	
22. Demonstrates the functional or technical skills necessary to do their job.	15	3.00	80.0	20%	60%		20%
23. Takes a lot of pride in their work.	15	2.87	80.0	20%	73%		7%
24. Can be counted on to add value wherever they are involved.	15	3.47	100.0		53%	47%	
25. Produces high quality work.	15	3.67	100.0		33%	67%	

Time Comparisons by Item
Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change
21. Demonstrates the analytical skills to do their job.	3.35	3.53	+0.18 ▲
22. Demonstrates the functional or technical skills necessary to do their job.	3.00	3.00	
23. Takes a lot of pride in their work.	2.88	2.87	-0.02 ▼
24. Can be counted on to add value wherever they are involved.	3.00	3.47	+0.47 ▲
25. Produces high quality work.	3.76	3.67	-0.10 ▼

Comments:
- She has also greatly improved her communication.
- She is confident in decision making, thoughtful in response to difficult questions and direct when the conversation requires.
- I am confident that whenever I need to talk with ___, she is honest and direct and provides good guidance for my professional growth.
- At times I feel that ___ presents things in meetings that she's not well versed in. I would encourage her to be very familiar with the items she's presenting as her credibility, at times, suffers when she attempts to address something in meetings in her area that she's not well versed in.
- The department director should have the authority to lead the team toward the vision laid out by the VP.
- ___ is a great leader. Her team has been through a lot of change. ___ is focused on building her team and helping them through the change.

Regulatory/Compliance

Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
26. Is aware of the documents and reports needed to maintain compliance with regulations.	15	3.40	93.3	7%	47%	47%	
27. Implements regulatory changes in a timely manner.	15	3.33	93.3	7%	53%	40%	
28. Works quickly to implement changes in regulations.	15	3.53	100.0		47%	53%	
29. Keeps track of changes in legislation affecting regulatory compliance.	15	3.67	100.0		33%	67%	
30. Provides documents and reports as needed to maintain compliance with laws.	15	3.33	100.0		67%	33%	

Time Comparisons by Item

Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change	
26. Is aware of the documents and reports needed to maintain compliance with regulations.	3.53	3.40	-0.13	▼
27. Implements regulatory changes in a timely manner.	3.12	3.33	+0.22	▲
28. Works quickly to implement changes in regulations.	3.41	3.53	+0.12	▲
29. Keeps track of changes in legislation affecting regulatory compliance.	3.59	3.67	+0.08	▲
30. Provides documents and reports as needed to maintain compliance with laws.	3.41	3.33	-0.08	▼

Comments:
- ___ is very approachable and friendly, but will stand firm when pushed. It is nice to know that you can rely on ___ to stand her ground and take care of her employees / department.
- She also cares about me as a person.   I have learned a lot from her and look forward to learning more.
- She is supportive of the decisions that I make as a leader and ensures that I keep on track with my goals.
- She communicates with the people involved to resolve the issue. She shows effort to understand each employee's workflow by asking questions. She shares her calendar to us (her subordinates) and tell us that we can talk to her if we have questions or issues to talk about.
- ___ routinely goes out of her way to make work a more engaging experience.
- You have really improved at not letting overwhelming feelings halt your progress. Keep it up!

Trustworthy

Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
31. Takes care to maintain confidential information.	15	3.20	86.7	13%	53%		33%
32. Consistently keeps commitments.	15	3.40	100.0		60%		40%
33. Communicates an understanding of the other person's interests, needs and concerns.	15	3.20	86.7	13%	53%		33%
34. Is a person you can trust.	15	3.27	93.3	7%	60%		33%
35. Delivers on promises made.	15	3.00	80.0	20%	60%		20%

Time Comparisons by Item

Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change
31. Takes care to maintain confidential information.	3.18	3.20	+0.02 ▲
32. Consistently keeps commitments.	3.35	3.40	+0.05 ▲
33. Communicates an understanding of the other person's interests, needs and concerns.	3.18	3.20	+0.02 ▲
34. Is a person you can trust.	2.88	3.27	+0.38 ▲
35. Delivers on promises made.	3.18	3.00	-0.18 ▼

Comments:
- ___ is extremely supportive of her staff with   their assigned directors/managers.   Several times during the budget process, questions arose from the director where they questioned how something had been budgeted or the process.   She supported me by making time to go to the meetings with myself and the director.   I greatly appreciated this.
- As a leader, I can clearly see that ___ is open to growth as she is willing to have difficult conversations with the intent of strengthening the team.   I believe the areas that need improvement will develop in time, as she gains leadership experience and mentoring.
- She solicits feedback readily and makes clear and collaborative decisions based upon that feedback.
- She has high expectations of us as staff and of our volunteer team so that we are providing exceptional experiences every time.
- ___'s passion is construction. I had the pleasure of working for her as supervisor for nine months. During that short time there were multiple changes to make our department more effective in the areas of customer service and performance.
- We rarely have team meetings. They are often canceled when scheduled and as a result we work as a group of individuals rather than a team.

Conflict Management

Level of Skill
The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
36. Clearly expresses expectations to others.	15	3.20	93.3	7%	67%		27%
37. Assists team members by helping them see the other point of view.	15	3.27	93.3	7%	60%		33%
38. Helps employees to think through alternative ways to resolve conflict situations.	15	3.27	86.7	13%	47%		40%
39. Identifies and takes steps to prevent potential confrontations.	15	3.13	86.7	13%	60%		27%
40. Discusses conflict situations with supervisor.	15	3.40	93.3	7%	47%		47%

Time Comparisons by Item
Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration.
The direction of change is indicated by a colored triangle.

Item	2022	2023	Change	
36. Clearly expresses expectations to others.	3.18	3.20	+0.02	▲
37. Assists team members by helping them see the other point of view.	3.35	3.27	-0.09	▼
38. Helps employees to think through alternative ways to resolve conflict situations.	3.24	3.27	+0.03	▲
39. Identifies and takes steps to prevent potential confrontations.	3.59	3.13	-0.45	▼
40. Discusses conflict situations with supervisor.	3.29	3.40	+0.11	▲

Comments:
- ___ has been here a short time, but I have believe from attending meeting with her and by her actions in the department, she is the right person to lead us forward in our growth and changes.
- I appreciate her dedication to the department employees.
- Reliability-needs to delegate meetings to others that can handle the work. She has created a team that are experts and should allow more independence for development.
- ___ applied her strong analytical skills to problem solving.
- ___ established an environment in which teamwork and creativity flourished.
- I admire ___ and look up to her wisdom, she is someone who is able to communicate and has the ability to deal with change and help others to understand the necessity for change.

Recognition

Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Needs Development) to green (Role Model).

Item	n	Avg	LOA	Needs Development	Somewhat Effective	Capable and Effective	Role Model
41. Offers recognition in a timely manner.	15	3.33	93.3	7%	53%	40%	
42. Readily shares credit and gives others opportunity for visibility.	15	3.33	93.3	7%	53%	40%	
43. Makes people around them feel appreciated and valued.	15	3.13	86.7	13%	60%	27%	
44. Recognizes the abilities and skills of self and others	15	3.00	86.7	13%	73%	13%	
45. Compliments other people when they do good work	15	3.53	100.0		47%	53%	

Time Comparisons by Item

Previous administrations of the survey included similar items. For comparison purposes, the table below allows you to see how your scores this year compared to your scores from the previous survey administration. The direction of change is indicated by a colored triangle.

Item	2022	2023	Change	
41. Offers recognition in a timely manner.	3.29	3.33	+0.04	▲
42. Readily shares credit and gives others opportunity for visibility.	3.41	3.33	-0.08	▼
43. Makes people around them feel appreciated and valued.	3.35	3.13	-0.22	▼
44. Recognizes the abilities and skills of self and others	3.18	3.00	-0.18	▼
45. Compliments other people when they do good work	3.35	3.53	+0.18	▲

Comments:
- She holds herself to an even higher standard than she expects of her team, and that is respected throughout the organization.
- she understands where our opportunities for savings in the employee benefits plan may be.
- She puts the customer experience first and expects that from the staff as well. She has been a wonderful role model for the rest of the unit.
- I honestly cannot think of anything that she could improve on.
- We have a very strong team in finance. There has been significant turnover but the efforts ___ and I have put into staff engagement have been significant. These should be weaved into our evaluations.
- She is always first to share what's on the horizon.   At conclusion of a project, she shares what went well and lessons learned and spreads the learning to all parts of the organization which would benefit.

Comments

Those who gave you feedback had the opportunity to provide additional written comments about perceived strengths and possible development areas. This section provides a consolidated list of these comments.

What would help make you a more effective leader?

- Clear communication about our goals for our department.. Has been very helpful to me in dealing with staff/personnel issues
- She exhibits vision, compassion and high integrity in all of her work.
- Communication to staff has greatly improved.
- ___ is a great manager and has nothing but the greatest interest for her employees and customers.
- I admire ___ for her vision and ability to think outside the box to better meet our organization's needs.
- I would encourage ___ to have a more hands on approach during process improvement (although with that being said there has been a lot of change and it is not reasonable to expect her to have hands on with everything).

What do you like best about working with this individual?

- ___ is an excellent listener.   She is HIGHLY respected by her staff, and other leaders around the organization.   I honestly have a very hard time trying to think of an area for improvement.
- ___ has been particularly helpful to me as I transition into my new role.   She provides direct, professional communication and is able to engage multiple personalities and people with differing opinions together to create cohesiveness
- Always looking for ways to grow as a person.   Inspires others to do the same.
- Thoroughness, accuracy, professionalism.
- ___ appears engaged, focused on improvement, and bettering the organization. She collaborates with other leaders and her staff to drive increases in service and efficiency. I feel like my team's needs are met and ___ will respond to any escalation request or need for strategic planning positively and effectively.
- She is an excellent problem solver.

What do you like least about working with this individual?

- I respect ___ and have turned to her for advice.
- Always available to give us what we need to succeed.
- I think ___ should learn to be more concise and focused in her comments.   She can consume a lot of meeting time with commentary that is lengthy and not always on point.
- ___ encourages us as directors to go out with one voice and keeps us accountable.
- ___ always makes decisions based on what is best for the department or organization.
- I have worked on several performance improvement projects with ___ and have appreciated her knowledge and reliability with collaboration.

What do you see as this person's most important leadership-related strengths?

- Appreciate ___'s calm approach
- I value and appreciate ___ very much.
- ___ is a great mentor and leader for her team.   She recognizes the strengths that each of her team members bring to the organization and works to continue to develop those strengths.   ___ also helps her team recognize areas of improvement and works to improve those areas as well.
- Would like to see ___ more engaged in collaboration with other departments, specifically research, in designing training objectives.
- A great addition to the team.
- ___ is a great resource for the organization. She is very approachable and has many years of experience to offer the many [CompanyName] departments she works with.   I am on a committee that she runs and she is an excellent meeting facilitator.

What do you see as this person's most important leadership-related areas for improvement?

*   Is encouraging to other leaders and offers feedback as appropriate.   Great to work with.
*   You can always count on ___ to respond to emails and telephone calls and follow through with committments.
*   ___ promotes and encourages teambuilding throughout the entire department.
*   She has confidence in leading and making decisions improving rapidly.
*   Since we all have things we need to be aware of, she is protective and proud of her staff, which can make it difficult to have true conversations about performance outcomes and process improvement opportunities.   She may want to be aware of this when asking for feedback.
*   She is eager to learn and eager to share knowledge.

Any final comments?

*   I really appreciate and respect ___'s leadership and her ability to perceive issues and intricate insights into working toward solutions.
*   ___ has high expectation of staff, but provides the support needed for success.   She is customer, yet will deal with staff who are not willing to make the changes necessary for them to be more effective in their job role.
*   She communicates clearly and responds to request without unnecessary delay.
*   She is such a model for leaders throughout our organization.
*   ___ always remembers the customer is at the center of what we do.
*   She will always take the time to discuss all customer service issues that may arise or are brought to her attention.