



THE CUSTOMER EXPERIENCE

CES COACHING MODEL

“Our First Consideration is the Safety of the Customer”

Feedback Form

Use this form to document and share feedback with the employee and list the steps to improve on opportunities when executing the 3 Phase Strategy. This is a way for both of you to commit towards improvement.

1. During your conversation, or observation, list the behaviors the employee executed well.

2. List 1 or 2 opportunities for improvement.

3. List the commitments you and the employee will take towards improvement.