

AGREEMENT
With

Quality Results Performance Monitoring

In its assessment activities with your company, Quality Results Performance Monitoring System; will have occasion to monitor, rate and from time to time, record your handling of conversations over the phone with staff of our company; these Quality Results Assessors will appear to be potential customers of your company.

This is done in order to provide meaningful and accurate feedback with regard to performance and to identify group and individual training needs.

I recognise and accept this is necessary to optimise my performance and the performance of other staff members of the company and accept that on occasions my conversations will be recorded.

I also understand and accept that the ratings of any conversations will not be used in isolation for the purpose of reprimand or disciplinary action; however, this along with other normal performance measures will be used to gauge my overall performance.

I have read and understood the above and agree to this monitoring of my performance via the telephone.

COMPANY
NAME:.....
(Please Print)

EMPLOYEE NAME:.....
(Please Print)

SIGNED:..... DATE:.....

MANAGERS NAME:.....
(Please Print)

SIGNED:..... DATE:.....