



# Job Performance

## Pre-Reading

### A. Warm-Up Questions

1. Have you ever had a job performance review?
2. What things do people talk about during a job performance review?
3. Would you be nervous about a job performance review? Why or why not?
4. What can happen if you have a good job performance review? What about a bad review?

### B. Vocabulary Preview

Match the words on the left with the correct meanings on the right.

- |                           |  |
|---------------------------|--|
| _____ 1. job performance  | a) nervous   |
| _____ 2. review           | b) having a favorable or good effect                           |
| _____ 3. anxious          | c) to do what someone is supposed to do                        |
| _____ 4. customer service | d) a belief that someone should behave or act in a certain way |
| _____ 5. pleased          | e) total or final with all things being considered             |
| _____ 6. positive         | f) to suggest, to give an opinion that something is good       |
| _____ 7. evaluation form  | g) a written name  |
| _____ 8. exceed           | h) a document that describes a person's job performance        |
| _____ 9. meet             | i) happy, satisfied  |
| _____ 10. overall         | j) a note that someone adds to a form                          |
| _____ 11. comment         | k) the quality level of someone's work                         |
| _____ 12. signature       | l) the process of taking care of a company's customers         |
| _____ 13. expectation     | m) to go over, to look over again, to examine                  |
| _____ 14. recommend       | n) to do better than   |

## Reading

Practice reading the dialogue with a partner.  
Underline any words or phrases you don't understand.



Lee



Mr. Michaels



Hello, Lee. Are you ready for your **job performance review**?



Yes, Mr. Michaels. I'm ready.



During the review, we will talk about your job performance and your work attitude.



I'm **anxious** to hear what you think.



Let's get started. First, your job performance gets high marks.



That's great news. I worked hard to **meet** the company's **expectations**.



I was also **pleased** with your attitude.



I think having a **positive** attitude helps me achieve great **customer service**.



I liked the way you worked to meet the customers halfway.



Thank you. I'm glad I could help them.



You can see on the **evaluation form** that you not only met but also **exceeded** expectations.



What was my **overall** score?



You received a 5 out of 5. Also, you can see in the **comments** section that I'd like to **recommend** you for management training.



I'm happy to hear that. Thank you.



I just need your **signature** stating that you agree with this evaluation.



I'm happy to sign.

## Comprehension

1. How were Lee's marks for his job performance?
2. How did Mr. Michaels feel about Lee's attitude?
3. What was Lee's overall score?
4. What type of training did Mr. Michaels recommend for Lee?

## Vocabulary Review

Complete the sentences using vocabulary from page 1.  
You may need to change the word forms.

1. Nate's boss gave him a good job performance \_\_\_\_\_ because he met all the monthly targets.
2. I was \_\_\_\_\_ about the test, so I studied a lot the night before.
3. \_\_\_\_\_ were high for the Canadian hockey team to win the gold medal at the Winter Olympics.
4. Eduardo was disappointed that he had not \_\_\_\_\_ his boss's expectations.
5. John met all the expectations for his job and got an \_\_\_\_\_ score of 3.
6. The customer added \_\_\_\_\_ about the company's customer service on the evaluation form.
7. Jose had to put his \_\_\_\_\_ on the time card so his boss would know he was on time to work.
8. My mother was \_\_\_\_\_ with my good marks in math and science.
9. I needed three people to \_\_\_\_\_ me before I could apply to be a manager.
10. I learned how to properly treat customers in one of my \_\_\_\_\_ training courses.

## Speaking

Write your own dialogue. Work with a partner and write your own conversation using at least four words or phrases from today's lesson. Practice the dialogue, and then present it in front of the class.

## Writing

Fill in the evaluation form below based on a job that you have or would like to have. Think about the job duties and how you would expect an employee to perform. Write complete sentences for the section at the bottom of the form.

### Evaluation Form for Job Performance

**Employee's Name:** \_\_\_\_\_ **Time at Current Job:** \_\_\_\_\_

**EMPLOYEE'S SCORE FOR JOB DUTIES:**

Job Duty	Exceeds Expectations	Met Expectations	Didn't Meet Expectations

**OVERALL SCORE:**

1      2      3      4      5

What does the employee do well?

\_\_\_\_\_

What does the employee need to improve?

\_\_\_\_\_

What does management recommend for this employee?

\_\_\_\_\_

**Manager's name:**

\_\_\_\_\_

**I agree with this evaluation:**

\_\_\_\_\_

(employee signature)

# Listening

















Fill in the blanks as you listen to the recording.



Lee



Mr. Michaels

-  Hello, Lee. Are you ready for your \_\_\_\_\_ review?
-  Yes, Mr. Michaels. I'm ready.
-  During the \_\_\_\_\_, we will talk about your job performance and your work attitude.
-  I'm \_\_\_\_\_ to hear what you think.
-  Let's get started. First, your job performance gets high marks.
-  That's great news. I worked hard to meet the company's \_\_\_\_\_.
-  I was also pleased with your attitude.
-  I think having a \_\_\_\_\_ attitude helps me achieve great \_\_\_\_\_.
-  I liked the way you worked to \_\_\_\_\_ the customers halfway.
-  Thank you. I'm glad I could help them.
-  You can see on the \_\_\_\_\_ that you not only met but also exceeded expectations.
-  What was my overall score?
-  You received a 5 out of 5. Also, you can see in the comments section that I'd like to \_\_\_\_\_ you for management training.
-  I'm happy to hear that. Thank you.
-  I just need your \_\_\_\_\_ stating that you agree with this evaluation.
-  I'm happy to sign.