APPENDIX 14C – EMPLOYERS’ HANDBOOK *(Amend to suit business needs and individual’s responsibilities. Remove comments in red before issuing)*

**SAMPLE PERFORMANCE AGREEMENT - ADMINISTRATOR**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company objective | Employee linked objective | Next review date | Due date | Comments/status |
| Provide excellent customer service | * Deal with telephone enquiries within four working hours/written enquiries within two working days
* Post – allocate mail within two hours of receipt
 |  |  |  |
| Ensure effective company cash flow | * Issue invoices within four days of work being completed
 |  |  |  |
| Ensure effective supplier relationships | * Process supplier invoices within 15 days
 |  |  |  |
| Promote culture of continually upgrading internal skills and knowledge to produce high quality service and results | * Undertake formal courses of academic/vocational study and/or participation in relevant Learning & Development courses
 |  |  |  |