

Sample  
**PERFORMANCE CORRECTION NOTICE**

**Employee Name:** Frank Weigand  
**Date Presented:** November 27, 2010

**Department:** Engineering  
**Supervisor:** Albert D'Amico

**Disciplinary Level**

- 1) Verbal Correction—(To memorialize the conversation.)
- 2) Written Warning—(State nature of offense, method of correction, and action to be taken if offense is repeated.)
- 3) Investigatory Leave—(Include length of time and nature of review.)
- 4) Final Written Warning
  - a) Without decision-making leave
  - b) With decision-making leave (Attach memo of instructions.)
  - c) With unpaid suspension

**Subject: Substandard customer service**

- 1) Policy/Procedure Violation
- 2) Performance Transgression
- 3) Behavior/Conduct Infraction
- 4) Absenteeism/Tardiness

**Prior Notifications**

Level of Discipline	Date	Subject
Verbal	_____	_____
Written	_____	_____
Final Written	_____	_____

**Incident Description and Supporting Details: Include the following information: Time, Place, Date of Occurrence, and Persons Present as well as Organizational Impact.**

Frank,

On November 20, you failed to complete an air-conditioning assignment that you were responsible for as an HVAC engineer. Specifically, you needed to wait for one part from the warehouse to complete the job, yet you went home without completing the work. The HVAC lead engineer on the next shift had to finish your work for you when he was paged to complete the repair. This demonstrates my overall concern that you turn over repairs to the lead person too easily without exhausting all remedies

yourself. You also failed to communicate the status of that repair on the repair order worksheet; this caused unnecessary confusion.

Furthermore, you do not follow through with your customers to ensure that a repair was completed adequately. You are expected to make follow-up phone calls or visits after you have completed a repair. You also fail to inform customers that you're there once you arrive to fix something. When you don't announce your presence, customers are not made aware of the repair and assume that it has not been taken care of. This violates departmental policy.

On November 22, when attempting to repair the ventilation in the finance director's office, you requested support from another HVAC engineer. When your coworker arrived to help you, you simply left the area without saying anything. Air-conditioning is your specialty, and your arbitrary delegation of the work to your peer was inappropriate and disrupted his schedule.

### Performance Improvement Plan

1. **Measurable/Tangible Improvement Goals:** Frank, I expect you to assume responsibility for the work that is delegated to you via repair orders. I expect you to communicate clearly with your customers once you arrive on the scene and to follow up with them after the fact to ensure their satisfaction. I expect you to communicate any problem areas to your coworkers up front so that they are not blindsided by customer complaints after you have supposedly resolved the situation. And I expect you to appreciate your coworkers' support and to learn from them while they assist you. You are not to leave a work area once a peer arrives to help you, nor are you to leave unfinished work for the next shift.
2. **Training or Special Direction to Be Provided:** I will assign lead Jeff Gardner to oversee your work for three "runs." You are to explain clearly to him your understanding of the repair order, announce yourself to customers when you arrive, make the repairs yourself, and follow up with customers to ensure their satisfaction.
3. **Interim Performance Evaluation Necessary?** No
4. Our Employee Assistance Program (EAP) Provider, Prime Behavioral Health Group, can be confidentially reached to assist you at (800) 555-5555. This is strictly voluntary. A booklet regarding the EAP's services is available from Human Resources.
5. -In addition, I recognize that you may have certain ideas to improve your performance. Therefore, I encourage you to provide your own Personal Improvement Plan Input and Suggestions:

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(Attach additional sheets if needed.)

### Outcomes and Consequences

**Positive:** I will remain available to help you and discuss areas where you require additional support. If you meet your performance goals, no further disciplinary action will be taken regarding this issue. In addition, you will regain the sense of satisfaction that you have had up until recently in knowing that a job is done well and completed to customers' satisfaction. You've been successful in your role until the past three months.

I want your commitment that this will be the last time that we have to discuss these issues.

**Negative:** You are now being placed on notice that if you fail to improve your job performance, customer service, or communication with your peers, further disciplinary action up to and including dismissal may result. A copy of this document will be placed in your personnel file.

Scheduled Review Date: 30 days (January 1)

Employee Comments and/or Rebuttal

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(Attach additional sheets if needed.)

X \_\_\_\_\_

Employee Signature

Employee Acknowledgment Goes Here

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