

Training and Development Plan of Supervisor

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Date: November 23, 2021

Name: Mary Brown

Direct Report: Joanne Smith

Role: Customer Service Supervisor

Role Objectives: Your Text Here

Role Requirements to be Effective And Meet Expectations	Proficiency Score - 6	Training Plan Details	
		What	When
1. - Regular supervision on the service officers for ensuring good quality services to customers - Add text here	5	No need of training	NA
2. Resolve customer problems and issues related to service providers within limited time period	4	Organize training for developing selling skills in team members	Nov 23, 2021
3. - Preparing feedback reports of customer experience for improving service facilities - Add text here	2	- Learning new techniques for report system - Add text here	Nov 24, 2021
4. Prepare list of resources utilized without wastage for proper record	4	Training for optimum utilization of company resources and maintain sustainability	Nov 25, 2021
5. - Share ideas and messages with other departments for better customer service - Control the problems arising out in providing quality services to customers	2	- Attend courses for enhancing innovative ideas generation skill sets - Learn creative decision making methods - Add text here	Nov 30, 2021
6. Your text here			

Proficiency score: 6 = highly proficient, 5 = proficient, 4 = moderately proficient, 3 = below requirements, 2 = poor, 1 = non-existent if the proficiency score is 3 or less for any role requirements then training should be considered

Staff Member

Date

Manager

Date

Sample Agenda For Supervisor Training Plan

Huangqi Zhang



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