



momsbestfriend

NANNY PERFORMANCE EVALUATION

Please take the time to complete this evaluation form and return to MBF.

Family name: _____ Nanny name: _____

Date hired: _____

Please rate your nanny's performance on these categories, using the following:

E = excellent, **A** = above average, **S** = satisfactory, **U** = unsatisfactory.

Rating

Comments

_____ Availability	_____
_____ Flexibility	_____
_____ Punctuality	_____
_____ Reliability	_____
_____ Rule Following	_____
_____ Attitude	_____
_____ Appearance	_____
_____ Energy level	_____
_____ Self-motivation	_____
_____ Trustworthiness	_____
_____ Interaction w/children	_____
_____ Communication w/parents	_____
_____ Intellectual stimulation	_____
_____ Understanding of job	_____
_____ Comprehensive rating	_____

Please list any areas of concern which you feel need improvement:

Please list the strengths possessed/exhibited by your nanny:

May we disclose your comments to your nanny? ___ (y/n)

Please complete and mail to:

Mom's Best Friend, 1101 Capital of Texas Hwy S., Bldg H, Ste. 200, Austin, TX 78746



AGENCY PERFORMANCE EVALUATION

Name: _____

Phone: _____

Nanny: _____

Date Hired: _____

	Excellent	Above Average	Satisfactory	Needs Improvement
How would you rate the quality of information provided regarding the search, our processes, pricing, etc.? <i>Comments:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the quality of applicants sent to interview with your family? <i>Comments:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the personal treatment provided by Mom's Best Friend Placement Counselors? <i>Comments:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the response time to your emails and voice mails (if you did not reach them in person)? <i>Comments:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How do you think MBF rated in understanding your personal needs? <i>Comments:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How did you feel MBF performed in regards to turn-around time? <i>Comments:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your satisfaction with your placement through MBF? <i>Comments:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please note any areas which you feel need improvement (you may also offer suggested solutions):

I feel that Mom's Best Friend should be commended for (if applicable) _____

The main reason I selected Mom's Best Friend was _____

Are you satisfied with your placement in relation to the placement fee? ☐ Yes ☐ No

Comments: _____

Knowing what you now know, would you hire your nanny again? ____ (y/n)

Do you feel that you will refer our agency to others? ____ (y/n)

Do we have your permission to:

List you as a satisfied customer? _____ Yes _____ No

List your name and phone number among our references? _____ Yes _____ No

Use your comments in our promotional literature? _____ Yes _____ No

Use your enclosed snapshot in our promotional literature? _____ Yes _____ No

Thank you for taking the time to complete this form. Your comments are always useful in helping Mom's Best Friend to improve its service to its clients and in helping to place quality caregivers in your home. Please feel free to call 512-346-2229 X 1 with any additional comments or questions you may have.

Signature _____ Date _____

Please complete and mail to:

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