

Name: _____ Department/Unit: _____

Dept./Person rounded on: _____ Date/Week of: _____

Key words or questions to focus on:

Tip: Initially explain the commitment to excellent customer service!

Steps	Comments	
1. What's working well?		
2. Is there anyone I should recognize for doing great work?	Who:	What/Why:
3. What one or two things could we do better?		
4. Progress update from previous rounding.		
5. Issues to be addressed for follow-up/Next time to meet.		

Review findings with your next-level leader regularly.