# Sample Counseling Memorandum

DATE:

MEMORANDUM FOR (Employee Name)

SUBJECT: PERFORMANCE COUNSELING

1. This memorandum reinforces our discussion this morning about your performance. I am particularly concerned with your failure to meet your performance standard concerning the task of typing. Specifically, the performance standard requires you to produce expected quality and volume, to meet deadlines and to get desired results. I further clarified this responsibility with you during our discussion as to my specific expectations for you to receive a successful rating on this responsibility as it relates to the task of typing.

2. For you to attain a successful rating in the performance standard as it pertains to typing, the following performance standards will serve to clarify what level of timeliness and accuracy I expect in this area:

Successful Level: Correspondence and legal documents should be typed by due date requested 95% of the time, unless an adjustment is requested and granted. All typed materials should be proofread and corrected, with no more that 10% of final copy being returned for corrections of typographical errors, improper format, etc. Evaluation and monitoring will be collected through the use of the “typing request” form attached to each item submitted for typing.

3. In reviewing your work, I find that you are making many simple mistakes in the final copy of your work which is causing your work to be returned for major revision about half the time. You are making basic typographical errors that you are not correcting and are leaving out entire sentences and phrases that were in the original copy. For example, last week you were assigned to type a brief on the A.C. case from a hand-written draft. The document that you prepared was eight pages long and contained seventeen errors, which included three entire sentences that had been left out. All of the mistakes you made were perfectly legible and correct in the original hand-written draft. Further, when the brief was returned to you for correction, you retyped it and it still contained four errors. Yesterday, you were given a two-page memo to the Department of ABC which you were to type in final form from a typed draft. The final copy contained seven typographical errors and one six-word phrase left out.

4. As I have informed you repeatedly, legal documents must be letter-perfect. Sometimes millions of dollars can hinge on the spelling of a word or the placement of a comma. You must review your work carefully and proof-read it, word or word, before you submit it in final form. You are a fully qualified typist and you have been thoroughly trained on our word processing equipment.

5. I expect you to immediately improve your performance in this area so that documents are returned for major revision in no more than one out of 10 cases. If you need assistance or if you are having troubles with your work that you would like to discuss with me, please let me know so that I can help you. However, it is your responsibility to improve your performance.

SUPERVISOR’S SIGNATURE