

Performance Appraisal Form

PERFORMANCE APPRAISAL FORM

EMPLOYEE
NAME _____

EVALUATION
DATE _____

JOB
TITLE _____

EVALUATION
PERIOD _____

EVALUATOR: _____

1. Productivity

The amount of work an individual does in a work day.

- What is employee's overall volume of work?
- Is employee's work level consistent?
- What is relation between employee's production and the Company's expectations?

Above Average: Excellent producer. Consistently generates high volume of work.
 Produces more than is required or expected.

Average: Satisfactory producer. Generates sufficient volume of work with some
 degree of consistency. Meets expectations or requirements.

Below Average: Unsatisfactory producer. Generates minimal volume of work and/or is
 inconsistent in level of production. Produces less than is expected or
 required.

Rating: _____

Comments: _____

Suggestions: _____

2. Quality of Work

Accuracy, neatness and thoroughness of work effort:

- Does employee take time and care to check work?
- How frequent are mistakes or errors?
- How consistent is the accuracy and thoroughness of work?

Above Average: Produces outstanding, neat and accurate work. Work must seldom be checked by others. Errors are rare and minor.

Average: Average accuracy and neatness for qualified employees. Occasional errors. Reasonably conscientious about checking work and preventing errors.

Below Average: Poor accuracy and neatness. Frequent errors and/or errors of substantial magnitude. Work must be checked by others. Employee shows little concern with quality of work.

Rating: _____
Comments:

Suggestions: _____

3. Knowledge of Job

Demonstrates the knowledge of fundamental methods and procedures of job.

- How often does employee have to be shown job procedures?
- How does employee handle unexpected problems or breakdowns?
- Does employee retain knowledge of job or require substantial review?

Above Average: Possesses broad and detailed knowledge of all aspects of the job. Rarely needs to ask for job information.

Average: Adequate knowledge of phases of work. Possesses knowledge necessary to perform duties. Does not need substantial guidance or direction.

Below Average: Insufficient knowledge of job duties. Has difficulty performing job tasks without substantial guidance and direction.

Rating: _____
Comments:

Suggestions: _____

4. Teamwork

Ability to work well with co-workers and supervisors.

- What level of friction exists between employee and co-workers and supervisors.
- How does employee react when others disagree or assert authority?
- Does employee help others?

Above Average: Very good team worker. Gets along well with most people. Cooperative and quick to offer help. Handles disagreement with restraint.

Average: Acceptable level of cooperation. Works willingly with others. Offers help to co-workers.

Below Average: Causes friction among workers. Responds negatively to disagreement or authority. Refuses to cooperate with or aid co-workers.

Rating: _____

Comments: _____

Suggestions: _____

5. Independence

Ability to work independently, be resourceful and display initiative.

- Does employee perform functions not specifically given by superiors?
- Can employee be trusted to work without supervision?
- Is employee interested in acquiring new skills and knowledge?

Above Average: Superior initiative and follow through. Does not require supervision and undertakes tasks on own. Actively seeks to acquire new skills and knowledge.

Average: Satisfactory initiative and follow through. Usually does not require supervision or have to be told to perform job functions. Reasonably willing to learn new tasks.

Below Average: Requires substantial supervision and direction to perform job tasks. Not interested in learning or performing any tasks but those required.

Rating: _____

Comments: _____

Suggestions: _____

6. Records and Reports

Ability to produce and maintain written job reports and records.

- Are written records/reports kept accurately and neatly?
- Does employee complete written records/reports promptly and without direction?

Above Average: Outstanding management of written records/reports. Completes records/reports accurately and on time. requires little or no supervision.

Average: Completes records/reports with satisfactory accuracy. Written records/reports are usually completed on time.

Below Average: Records/reports completed in sloppy fashion. Completes written records/reports in an untimely manner. Requires supervision to complete written tasks.

Rating: _____

Comments: _____

Suggestions _____

7. Customer/Guest Service

Ability to deal with guests/customers in polite and helpful manner.

- Does employee pay attention to guest/customer concerns and seek positive resolution?
- Does employee display common courtesy and positive attitude to guests/customers?

Above Average: Treats guests with outstanding level of concern and helpfulness. Follows through on solving customer problems. Consistently courteous and helpful to guests/customers.

Average: Satisfactory skills in dealing with guests. Follows through on guest problems to a satisfactory degree. Usually courteous and helpful to guests.

Below Average: Unsatisfactory treatment of guests. Displays rude and unhelpful behavior to guests. Unconcerned with solving guest problems.

Rating: _____
Comments

Suggestions: _____

8. Safety

Ability to comply with precautions for safety of self and others.

- Is employee knowledgeable of safety policies and procedures?
- Does employee comply with established safety procedures?

Above Average: Completely knowledgeable of all existing safety policies and procedures. Highly concerned with safety of self and others. Takes all precautions and strictly complies with all safety procedures.

Average: Satisfactory level of safety knowledge. Usually concerned with safety of self and others. Takes reasonable precautions and usually complies with all safety procedures.

Below Average: Unsatisfactory level of knowledge of safety of policies and procedures. Fails to take precautions and causes accidents or mishaps. Fails to follow safety procedures.

Rating: _____
Comment

Suggestions: _____

9. Attendance

Regularity of attendance and absence for legitimate reasons.

- How regular is employee's attendance?
- When absent, does employee do everything possible to minimize disruption?
- Does employee provide satisfactory reasons for absences?

Above Average: Rarely absent and follows established absenteeism procedures. Takes extraordinary steps to minimize disruption and allow replacements to perform tasks. Absent only for legitimate reasons and provides notice when possible.

Average: Satisfactory attendance level. Usually follows established absenteeism procedures. Takes satisfactory steps to minimize disruption. Rarely absent for non-legitimate reasons and usually provides notice when possible.

Below Average: Frequently absent. Fails to adhere to absenteeism policies and procedures. Causes disruption by failure to take steps to allow replacements to perform tasks. Absent for non-legitimate reasons and fails to provide notice when reasonable.

Rating: _____

Comments: _____

Suggestions: _____

10. Leadership and Supervision (Management Only)

Ability to plan, organize and supervise so that jobs are completed.

- Does manager delegate authority when reasonable?
- Does manager maintain effective working relationships with employees?
- Does manager plan and organize sufficiently to avoid crisis?

Above Average: Superior level of planning and organization. Delegates and assigns all delegable tasks. Achieves outstanding results and maintains superior working relationship with employees. Rarely experiences crisis.

Average: Satisfactory planning and organization. Usually delegates and assigns tasks. Maintains effective working relationship with employees. Usually avoids crisis.

Below Average: Poor planning and organization. Fails to delegate tasks to subordinates. Fails to maintain satisfactory working relationships with employees. Frequently experiences crisis.

Overall Rating: _____

Comments:

Suggestions:

Additional Employer Comments:

Primary Areas of Future Focus

Employee Comments:

Employee signature does not necessarily mean the employee agrees with the above ratings and comments. It does signify review of the evaluation contents and the opportunity to discuss questions with the evaluator.

Employee Signature

Date

[Original of this Form must be filed in official personnel file for employee]