

## Performance Evaluation Form - Definition Sheet

### Ratings

**Exceeds (Exceeds Expectations)** – This rating is used when you consistently perform above what is normally expected from a job. It represents going above and beyond what would be expected for your job on a regular basis. For example, if you are in housekeeping and you consistently provide outstanding customer service above and beyond your normal job duties.

**Meets Expectations** – This rating reflects that you are doing the job you were hired to do and meet the expectations of your supervisor. Great job! Thank you!

**Requires Improvement** – This rating is used only when you are a new hire, have moved to a new position, or are learning a new job responsibility and are making progress, but still have additional skills to learn. Your supervisor expects you to still be learning your new duties and appreciates the progress you've made. You need to set goals to continue to improve your performance next year.

**Does Not Meet** – This rating reflects that you have experience in your role, have completed all the formal or on-the-job training, and would be expected to perform your work duties to your supervisor's expectations. This rating is an area that you want to focus on to improve your performance. You should set goals with your manager during your performance evaluation meeting.

**Not Applicable** – This performance characteristic does not apply to your job.

### Comments Section

You must add comments for all **Requires Improvement** and **Does Not Meet** Expectation ratings in each section of the Performance Evaluation Form.

### Performance Characteristic Definitions

#### 1. Job Performance:

**1.A. Technical expertise** – knows technical skills and knowledge to do your job.

**1.B. Applies skills & accepts new job responsibilities** – Uses skills to successfully complete job duties and willingly accepts new responsibilities as assigned.

**1.C. Keeps skills up to date** – Skills will vary depending on where you work, often on-the-job training.

**1.D. Adapts to change in a positive manner** – including, but not limited to, work schedules and assignments.

**1.E. Plans and organizes work to gain efficiency** – plan your day to be most productive, for example if you need to let paint dry to finish a project; you paint in the morning, complete other projects while the paint dries, and then finish that project in the afternoon when the paint is dried. This prevents you from wasting time waiting for the paint to dry or having to interrupt the customer the next day to complete the project.

**1.F. Exhibits confidence and enthusiasm** – on the job and while interacting with customers and coworkers.

**1.G. Observes safety rules** – that are applicable to your job.

**1.H. Is careful with materials, equipment and facilities** – while performing job duties.

**1.I. Uses good judgment on the job** – solves problems and offers suggestions that are practical and achievable.

**1.J. Manages time efficiently** – while waiting for a part or for someone else to complete a task, you check to see what you can get done while you are waiting.

## **2. Work Habits:**

**2.A. Dependable - punctual with regular attendance** – visit with your supervisor if you have questions.

**2.B. Show initiative** – offer to assist others, suggest more efficient ways of doing your job, etc.

**2.C. Is consistently productive during the work day** – takes scheduled breaks and works steadily during the day without a lot of time spent visiting or resting between jobs.

**2.D. Idea contribution - shows creativity on the job** – offers creative suggestions to do job, provide customer service, etc.

**2.E. Works well with others** – assists others, is respectful of other opinions and ideas, and fulfills promises.

**2.F. Demonstrates capability to manage diversified activities & multiple projects** – able to complete a variety of tasks and to return to work after interruptions.

**2.G. Reliable - Follows through on assignments & conscientious of details/quality** - completes projects accurately and on time.

**2.H. Amount of supervision needed** – varies based on experience in position. Experienced employees are self starters and require minimal supervision; new hires ask appropriate questions, remember the answer, and apply the information to similar situations in the future.

## **3. RELATIONSHIPS WITH OTHERS**

**3.A. Is sensitive to needs/concerns of coworkers** – observes when coworkers are struggling and offers to help.

**3.B. Is thoughtful and tactful in verbal and written communications** – communicates with others in a kind and considerate manner.

**3.C. Is cooperative with coworkers and managers** – assists others when asked or when you observe a coworker struggling with a job or task.

**3.D. Takes initiative to assist coworkers when needed** - offers to help when you observe a coworker struggling with a job or task.

**3.E. Contributes to positive morale in the workplace** – is courteous and pleasant with customers, coworkers and managers.

**3.F. Accepts constructive criticism & uses information to improve performance** – during formal evaluations and daily informal feedback to improve your performance.

**3.G. Supports policies in a professional, ethical manner** – asks policy questions of your supervisor and responds to coworker concerns in a positive manner or recommends they talk to their supervisor.

## **4. PERSONAL QUALITIES/APPEARANCE**

**4.A. Appropriate attire for work** – varies based on job, please see your supervisor for details.

**4.B. Is well-groomed, neat, and clean** – arrives at work with clean clothes, groomed hair, and no odors.

**4.C. Is poised and displays maturity when interacting with customers, coworkers, and management** – listens to concerns, asks questions to gain understanding, and maintains positive facial expressions and body language.

**4.D. Is even-tempered in stressful situations** – controls temper or quickly re-gains control in stressful situations.

**4.E. Resolves conflict with person involved** – You are expected to resolve conflicts with the person you're mad at, rather than tell another coworker why you're mad. For example, if Sue is mad at George; Sue should discuss her concerns with George and not tell Diane that she is mad at George, gain sympathy from Diane, and never discuss the problem with George.

**4.F. Does not participate in rumors and gossip** – one of the best responses to gossip or rumors about another employee is to ask "What did (name) say when you talked to them?" It takes you out of the middle.

**4.G. Continually displays integrity, loyalty, and pride** – in your work performance and while interacting with customers, coworkers, and managers.

## **5. PUBLIC RELATIONS & IMAGE**

**5.A. Is responsive to solving customer questions, problems, and concerns** – seeks help from coworkers or manager if you are unable to personally assist customer.

**5.B. Displays courtesy at all times with customers** – maintain a pleasant facial expression, use “Please” and “Thank You”.

**5.C. Verbal and written communication is in a positive manner with tact & diplomacy** – have a coworker read a customer memo before you send it to ensure the tone is positive and diplomatic.

**5.D. Displays skills in a manner that promotes pride** – work in a way that shows pride in the job you do, which leaves a positive impression with customers and the public.

**5.E. Appearance of property is neat/well maintained** – collaborate with your coworkers to maintain a neat and clean appearance of your property, both inside the property and the outside grounds.

03/28/11

## Employee Performance Evaluation Report

Name:				Supervisor:			
Period Covered:	From: Mon/Year		To: Mon/Year		Department:		
Probationary Evaluation		Self Evaluation		6 Month Feedback		Annual Review	

### EXPECTATIONS

1. JOB PERFORMANCE	Exceeds	Meets Expectations	Requires improvement	Does not meet	Not Applicable
A. Technical expertise - knows job requirements					
B. Applies skills & accepts new job responsibilities					
C. Keeps skills up to date (on-the job or training)					
D. Adapts to change in a positive manner (work schedules & assignments)					
E. Plans and organizes work to gain efficiency					
F. Exhibits confidence and enthusiasm					
G. Observes safety rules/requirements					
H. Is careful with materials, equipment and facilities					
I. Uses good judgment on the job					
J. Manages time efficiently					

#### COMMENTS:


2. WORK HABITS	Exceeds	Meets Expectations	Requires improvement	Does not meet	Not Applicable
A. Dependable - punctual with regular attendance					
B. Show initiative					
C. Is consistently productive during the work day					
D. Idea contribution - shows creativity on the job					
E. Works well with others					
F. Demonstrates capability to manage diversified activities & multiple projects					
G. Reliable - Follows through on assignments & Conscientious of details/quality					
H. Amount of supervision needed					

#### COMMENTS:


3. RELATIONSHIPS WITH OTHERS	Exceeds	Meets Expectations	Requires improvement	Does not meet	Not Applicable
A. Is sensitive to needs/concerns of coworkers					
B. Is thoughtful and tactful in verbal and written communications					
C. Is cooperative with coworkers and managers					
D. Takes initiative to assist coworkers when needed					
E. Contributes to positive morale in the workplace					
F. Accepts constructive criticism & uses information to improve performance					
G. Supports policies in a professional, ethical manner					

COMMENTS:


4. PERSONAL QUALITIES/ APPEARANCE	Exceeds	Meets Expectations	Requires improvement	Does not meet	Not Applicable
A. Appropriate attire for work					
B. Is well-groomed, neat, and clean					
C. Is poised and displays maturity when interacting with customers, coworkers, and management					
D. Is even-tempered in stressful situations					
E. Resolves conflict with person involved					
F. Does not participate in rumors and gossip					
G. Continually displays integrity, loyalty, and pride					

COMMENTS:


5. PUBLIC RELATIONS & IMAGE	Exceeds	Meets Expectations	Requires improvement	Does not meet	Not Applicable
A. Is responsive to solving customer questions, problems, and concerns					
B. Displays courtesy at all times with customers					
C. Verbal and written communication is in a positive manner with tact & diplomacy					
D. Displays skills in a manner that promotes pride					
E. Appearance of property is neat/well maintained					

COMMENTS:


6. MANAGEMENT RESPONSIBILITIES	Exceeds	Meets Expectations	Requires improvement	Does not meet	Not Applicable
A. New Leases					
B. Lease Renewals					
C. Budget – Net Cash Flow, Project completed on budget					
D. Leadership – ensure smooth operation of property and help employees perform to best of their ability					
E. Development – providing training and on-the-job coaching to employees					
F. Pay bills and post rent					

**COMMENTS:**


**PERFORMANCE GOALS 2011:**


**EMPLOYEE COMMENTS:**


Evaluator Signature \_\_\_\_\_ Date \_\_\_\_\_

**EMPLOYEE:** I certify that this performance evaluation has been reviewed with me and a copy has been given to me. I understand my signature does not necessarily indicate agreement. I understand any appeal of these ratings must be made to Human Resources **within 2 weeks** from the date the evaluation was given to me.

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

**PROBATIONARY PERIOD ONLY:**

EVALUATOR:

I certify this report represents my best judgment.

I DO		I DO NOT		recommend this employee be granted regular employment status.
I DO		I DO NOT		recommend this employee an extension of their probationary period of ( ) days.

Evaluator Signature \_\_\_\_\_ Date \_\_\_\_\_

EMPLOYEE: I certify that this evaluation has been reviewed with me and that a copy of this report has been given to me. I understand my signature does not necessarily indicate agreement. I understand that probationary employees have no appeal process.

Employee signature \_\_\_\_\_ Date \_\_\_\_\_