

GM Name: _____ Supervisor Name: _____

Property: _____ Date: _____



Rival Hospitality Bonus Program - Performance Achievements Section:

Bonus Category	RESULTS:	Comments & Examples
QUALITY ASSURANCE SCORE		

Bonus Category	SCORE YTD:	Comments & Examples
GUEST EXPERIENCE OVERALL SCORING		

Bonus Category	RESULTS:	Comments & Examples
GROSS REVENUE GOAL 98%+		

Bonus Category	RESULTS:	Comments & Examples
NET REVENUE GOAL 98%		

5 - Exceeds Expectations 3 - Meets Expectations 1 - Needs Improvement 0 - Unacceptable

Category	Ratings	Comments & Examples
Sales & Revenue Management: New business, parking lot shops, SNT Tracking, LNR Relationships, Events, Social Media, relationships with Local Businesses & Chamber		

Category	Ratings	Comments & Examples
Quality of Work: Submitted in a timely manner - bullets, invoices, A/R (1st,10th & 20th), guest balance report, OTA reconciliations, payroll, sales sheet, deposits, C Street #'s		

Category	Ratings	Comments & Examples
Attendance: GM hours correlated with occupancy per bullet, vacation time, attendance and participation in GM calls, Cobblestone conference attendance and participation		

Category	Ratings	Comments & Examples
Communication: responds within 24 hours or timely manner, professional tone and attitude in emails and phone calls, goal sheets posted, Rival challenges and programs communication		

Category	Ratings	Comments & Examples
Guest Service: Review score, replies and follow ups from reputation portal and email requests for follow up, staff friendliness and service, 3 day rule communicated, special requests on OTA messages reviewed and responded		

Category	Ratings	Comments & Examples
<p>Reliability and Judgement & Decision Making and Initiative and Flexibility Makes thoughtful, well-reasoned decisions; exercises good judgment, resourcefulness and creativity in problem-solving. Example:</p>		

Category	Ratings	Comments & Examples
<p>Cooperation & Teamwork: Cooperation with team at hotel as well as with Rival team, hold self and employees accountable, flexibility in schedule when call offs and busy times</p>		

Category	Ratings	Comments & Examples
<p>Knowledge of Position: Possesses required skills, knowledge, and abilities to competently perform the job. Discuss growth and leadership, GM and Rival confidence level in this area.</p>		

Category	Ratings	Comments & Examples
<p>Training & Development: Employee Training process, staff reviews completed, proper certifications acquired - ServSafe, CARE, Pool, etc. QA, Brand Standards and Rules & Regulation available and trained with staff,</p>		



5 - Exceeds Expectations 3 - Meets Expectations 1 - Needs Improvement 0 - Unacceptable

<p>Exceeds Expectations Employee consistently performs at a high level that exceeds expectations.</p>	<p>Meets Expectations Employee satisfies all essential job requirements; may exceed expectations periodically; demonstrates likelihood of eventually exceeding expectations.</p>	<p>Needs Improvement Employee consistently performs below required standards/expectations for the position; training or other action is necessary to correct performance</p>	<p>Unacceptable Employee is unable or unwilling to perform required duties according to company standards; immediate improvement must be demonstrated.</p>
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Total Points: _____ Divided by the Nine (9) Areas of Review = _____ % Increase

Supervisor/Manager Comments on Employee's Overall Performance:

Employee's Comments on Overall Performance:

Acknowledgement and Signature

I acknowledge that I have had the opportunity to discuss this performance evaluation with my manager/ supervisor and I have received a copy of this evaluation.

Employee Name: _____ Employee Signature: _____

Supervisor Name: _____ Supervisor Signature: _____

Date: _____