

Employee Name:	
Supervisor/Manager Name:	
Employee Job Title:	
Department:	
Review Period:	From: / / To: / /

5 - Exceeds Expectations 3 - Meets Expectations 1 - Needs Improvement 0 - Unacceptable
Values and Objectives:

Category	Ratings	Comments & Examples
Quality of Work: Work is completed accurately (few or no errors), efficiently and within deadlines with minimal supervision.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	
Attendance & Punctuality: Reports for work on time, provides advance notice of need for absence.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	
Reliability/Dependability: Consistently performs at a high level; manages time and workload effectively to meet responsibilities.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	
Communication Skills: Written and oral communications are clear, organized and effective; listens and comprehends well.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	
Guest Experience & Service Standards: Consistently delivers professional, friendly service that represents the brand well; anticipates guest needs, handles concerns promptly, and contributes to positive guest satisfaction.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	

Category	Rating	Comments & Examples
Judgment & Decision-Making: Makes thoughtful, well-reasoned decisions; exercises good judgment, resourcefulness and creativity in problem-solving.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	
Initiative & Flexibility: Demonstrates initiative, often seeking out additional responsibility; identifies problems and solutions; thrives on new challenges and adjusts to unexpected changes.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	
Cooperation & Teamwork: Respectful of colleagues when working with others and makes valuable contributions to help the group achieve its goals.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	

Job-Specific Performance

Category	Rating	Comments & Examples
Knowledge of Position: Possesses required skills, knowledge, and abilities to competently perform the job.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	
Training & Development: Continually seeks ways to strengthen performance and regularly monitors new developments in field of work.	☐ Exceeds Expectations ☐ Meets Expectations ☐ Needs Improvement ☐ Unacceptable	

Performance Goals: Set objectives and outline steps to improve in problem areas or further employee development.			
Exceeds Expectations Employee consistently performs at a high level that exceeds expectations.	Meets Expectations Employee satisfies all essential job requirements; may exceed expectations periodically; demonstrates likelihood of eventually exceeding expectations.	Needs Improvement Employee consistently performs below required standards/expectations for the position; training or other action is necessary to correct performance	Unacceptable Employee is unable or unwilling to perform required duties according to company standards; immediate improvement must be demonstrated.
Total Points: _____ 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: _____

Signature: _____ Date: _____

Supervisor/Manager Name: _____

Signature: _____ Date: _____

Human Resources Representative Name: _____

Signature: _____ Date Reviewed: _____