TEAM MEMBER DETAILS | Manager Giving Review: Date:

Name:

Store:

Job Title:

Date of Hire:

WRITTEN ASSESSMENT

1) Please describe and provide specific examples of this team member's strengths.

2) Please describe and provide specific examples of this team member's opportunities.

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RATINGS EXPLANATIONS

STRENGTH - 5pts
Defined as the team member exhibits the desired behavior frequently, consistently, and is a top performer in the area.

MEETS REQUIREMENTS - 3pts
Defined as the team member regularly meets expectations of the desired behavior and is a steady performer in the area.

OPPORTUNITY - 1pt
Defined as the team member should exhibit the desired behavior more frequently, consistently, and could improve his/her performance in the area.

JOB REQUIREMENTS

	STRENGTH	MEETS REQUIREMENTS	OPPORTUNITY
Willingly accepts a variety of responsibilities	●	●	●
Maintains personal appearance appropriate for their job	●	●	●
Exhibits ability to secure and evaluate facts before taking action	●	●	●
Treats all customers with respect	●	●	●
Responds to customer needs within agreed time frame	●	●	●
Completes all job assignments and consistently meets all work deadlines	●	●	●
Meets attendance requirements	●	●	●
Exhibits flexibility in their schedule and can be relied upon for business needs	●	●	●
Responds quickly to new instructions, situations, methods and procedures	●	●	●
Implements and develops new strategies that optimize customer service	●	●	●

JOB SKILLS

	STRENGTH	MEETS REQUIREMENTS	OPPORTUNITY
Secures resources and audits for their effective use	●	●	●
Is resourceful, takes initiative and seeks work process improvements	●	●	●
Acts independently while keeping supervisor informed	●	●	●
Performs work according to current guidelines and directives	●	●	●
Produces work product that is thorough and error free	●	●	●
Produces work that is organized and presented professionally	●	●	●
Promotes the company culture among peers	●	●	●
Respects the time of others	●	●	●
Effectively communicates work progress or obstacles upward, downward and laterally	●	●	●
Follows company policies and holds themselves and others to a high standard	●	●	●

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MANAGEMENT/LEADERSHIP

	STRENGTH	MEETS REQUIREMENTS	OPPORTUNITY
Organizes and distributes work amongst subordinates	○	○	○
Communicates behavioral expectations and performance standards	○	○	○
Uses sound coaching techniques to solve disciplinary problems	○	○	○
Monitors, documents and evaluates team member conduct and performance	○	○	○
Provides appropriate and timely feedback	○	○	○
Fosters a team with high morale and company loyalty	○	○	○
Promotes equal opportunity and protects the rights of all team members	○	○	○
Provides clear direction and purpose to the team	○	○	○
Models ethical work place behavior	○	○	○
Demonstrates influencing skills by setting goals	○	○	○
Empowers and develops subordinates with sound coaching techniques	○	○	○
Stimulates the career growth of individual team members	○	○	○
Holds team members accountable for overall store performance and results	○	○	○
Gives consistent recognition to team members	○	○	○
Takes responsibility for team member actions and overall store performance	○	○	○

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PERSONAL ATTRIBUTES

	STRENGTH	MEETS REQUIREMENTS	OPPORTUNITY
Adapts to new situations in a positive manner			
Works well with others to achieve the organization's goals			
Addresses conflicts and problem situations with patience and tact			
Maintains a positive attitude towards co-workers			
Maintains a positive attitude towards management			
Willingly accepts constructive feedback for growth and development			
Provides support during periods of organizational change			
Turns problems into opportunities for improved performance			
Seeks innovative solutions			
Maintains confidentiality when necessary			
Shares information with others when appropriate			

SCORING POINTS SCALE (Based off of Average Rating)

1.0 to 1.66	Team member demonstrates satisfactory performance inconsistently. Knowledge, skills, & abilities have not been demonstrated at expected levels. Achieves some but not all goals and should work to acquire the necessary knowledge and skills to work towards proficiency.
1.67 to 3.32	Team member consistently demonstrates effective performance and is viewed as someone who gets the job done. Contributes to the overall objectives of the department and or the organization. Achieves valuable accomplishments in several areas of the job.
3.33 to 5.0	Team member consistently demonstrates a high level of performance and is consistently working towards overall objectives of the organization. Viewed as a role model, someone who goes above and beyond to achieve the unexpected and effectively prioritizes work. Contributes valuable accomplishments in several critical areas of the job and to the team.

FINAL SCORES

TOTAL SCORE

AVERAGE RATING

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MISSION CORE VALUES ASSESSMENT

LOYALTY	INNOVATION	SERVICE	COMMUNICATION	FLEXIBILITY

Rank the Team Member's Values
in order of strengths top to bottom.

Fill in a sentence on how the team member exhibits
this value regularly and/or can strengthen the value.

1

2

3

4

5

MISSION PURPOSE ASSESSMENT

Has this Team Member "Accomplished the Unexpected" this year? If so, please describe how.