

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.

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			

RATINGS EXPLANATIONS

STRENGTH - 5pts

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OPPORTUNITY - 1pt

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

PERSONAL ATTRIBUTES

- 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

MEETS
STRENGTH REQUIREMENTS OPPORTUNITY

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

MISSION CORE VALUES ASSESSMENT

LOYALTY	INNOVATION	SERVICE	COMMUNICATION	FLEXIBILITY
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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.