

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

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

STRENGTH MEETS REQUIREMENTS OPPORTUNITY

JOB SKILLS

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

STRENGTH MEETS REQUIREMENTS OPPORTUNITY

RATINGS EXPLANATIONS

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OPPORTUNITY - 1pt

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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

MEETS
STRENGTH 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)

FINAL SCORES

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.

TOTAL SCORE

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.

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.