

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

5 OUTSTANDING	4 ABOVE EXPECTATIONS	3 MEETING EXPECTATIONS	2 AREA FOR DEVELOPMENT	1 UNSATISFACTORY
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JOB REQUIREMENTS

	5	4	3	2	1
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

	5	4	3	2	1
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

	5	4	3	2	1
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					

RATINGS EXPLANATIONS

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PERSONAL ATTRIBUTES

	5	4	3	2	1
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)

4.26 - 5.0 OUTSTANDING	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 critical areas of the job and to the team.
3.51 - 4.25 ABOVE EXPECTATIONS	Team member consistently demonstrates performance above expected level. Exceeds satisfactory in some core functions or has shown aptitude outside of core area. Consistently generates results above those expected of the position. The next step for this team member would be to exceed targets, and/or influence others to improve their performance.
2.51 - 3.50 MEETING EXPECTATIONS	Team member 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.
1.76 - 2.5 NEEDS IMPROVEMENT	Team member demonstrates satisfactory performance inconsistently. Knowledge, skills and 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.
1.0 - 1.75 UNSATISFACTORY	Team member's performance is substandard and work requires a high degree of supervision, correction and direction. Needs improvement to continue position and/or employment. Immediate action required.

FINAL SCORES

TOTAL SCORE	[Score]
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AVERAGE RATING	[Rating]
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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.