

**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 MEETS EXPECTATIONS	2 AREA FOR DEVELOPMENT	1 NEEDS IMPROVEMENT
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JOB REQUIREMENTS

5 4 3 2 1

Willingly accepts a variety of responsibilities	5
Maintains personal appearance appropriate for their job	4
Exhibits ability to secure and evaluate facts before taking action	3
Treats all customers with respect	2
Responds to customer needs within agreed time frame	1
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	5
Is resourceful, takes initiative and seeks work process improvements	4
Acts independently while keeping supervisor informed	3
Performs work according to current guidelines and directives	2
Produces work product that is thorough and error free	1
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	5
Works well with others to achieve the organization's goals	4
Addresses conflicts and problem situations with patience and tact	3
Maintains a positive attitude towards co-workers	2
Maintains a positive attitude towards management	1
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

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 MEETS 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 AREA FOR DEVELOPMENT	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 NEEDS IMPROVEMENT	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.



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.