



EMPLOYEE PERFORMANCE EVALUATION

Employee's Name _____ Job Title _____

Date of this review _____ Period covered by review _____

OUTSTANDING	EXCELLENT	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	UNSATISFACTORY
5	4	3	2	1

KNOWLEDGE: The blending of job related education, skills, and experience.

Understands why all job functions are performed and related to other jobs. An expert.	Completely understands all aspects of the job.	Understands job routine as required.	Some deficiencies in job knowledge.	Severely lacking in knowledge required to do the job.
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Comments: _____

Numerical
Rating:

QUANTITY: Level of output.

Exceptional producer. Generates maximum output.	Consistently exceeds the norm. A fast worker.	Satisfactory. Meets expectations.	Level of output below the norm.	Output is significantly below acceptable level.
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Comments: _____

Numerical
Rating:

QUALITY AND ACCURACY: Level of work generated and absence of errors.

Exceptional worker. Extremely accurate. Rarely makes errors.	Usually exceeds the norm. Work contains very few errors.	Satisfactory work which meets the standard. Makes an average number of errors.	Quality of work does not meet the standard. Error level is too high.	Level of work is significantly below norm. Work contains many errors and others must assist or re-do work.
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Comments: _____

Numerical
Rating:

OUTSTANDING	EXCELLENT	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	UNSATISFACTORY
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RELATIONS WITH CO-WORKERS AND OTHER DEPARTMENTS: The degree to which employee interfaces with other employees in a productive manner.

Consistently maintains exceptionally effective working relations. Readily responds to requests for assistance from others.	Assists co-workers and consistently maintains very effective working relationships.	Maintains effective working relationships.	Has difficulty maintaining good working relationships. Needs to develop as a team player.	Is unresponsive to requests for assistance from others. Frequently uncooperative.
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Comments: _____

Numerical Rating: _____

CUSTOMER RELATIONS: Degree of responsiveness, courtesy, and helpfulness to customers.

Always anticipates needs of customers for assistance and responds accordingly. Goes out of way to be helpful.	Can be counted on to respond to customers' requests for assistance at all times. Is very helpful.	Responds to customers' needs as required. Provides necessary assistance.	Is sometimes slow to notice customers needing help. May not know merchandise as thoroughly as necessary.	Sometimes exhibits impatience or lack of responsiveness to customer needs.
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Comments: _____

Numerical Rating: _____

DEPENDABILITY: The extent to which employee can be counted on to carry out instructions and fulfill responsibilities.

Extremely responsible. Accepts all assignments and always follows through to completion without supervision.	Completes all work with little supervision required, including some special assignments.	Can be relied on to complete most aspects of the job with minimal supervision.	Occasionally leaves routine tasks incomplete.	Is not reliable. Frequently does not complete aspects of the job.
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Comments: _____

Numerical Rating: _____

ATTENDANCE AND PUNCTUALITY: Available at workplace, ready to work at appropriate time.

Almost never late or absent. Considers needs of organization and others when requesting time off.	Is rarely late or absent.	Satisfactory attendance and punctuality record.	Absences or lateness are frequent enough to impact operations.	Frequently late or absent from work. Very poor attendance record.
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Comments: _____

Numerical Rating: _____

OUTSTANDING	EXCELLENT	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	UNSATISFACTORY
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SAFETY: Degree to which employee adheres to safety practices and anticipates potential hazards.

Always follows safety regulations. Consistently anticipates potential hazards and responds accordingly.	Always follows safety procedures. Usually anticipates potential hazards.	Safety regulations are normally followed.	Some improvement is required in area of safety.	Significant problem(s) in area of safe practices exist.
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Comments: _____

Numerical Rating: _____

FLEXIBILITY: The ability to change focus to meet diverse and changing needs of the department or company.

Is always able to change direction calmly and efficiently to meet varying needs of position and dept.	Is able to shift focus easily. Very positive response to requests for such shifts.	Is usually able to respond to need to shift focus.	Some improvement is needed in ability to "shift gears" with a calm and positive approach.	Frequently exhibits lack of necessary flexibility. Resists changes.
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Comments: _____

Numerical Rating: _____

PERSONAL HYGIENE AND GROOMING: Personal hygiene, clothing, and grooming as appropriate for the job.

Highest standards of professionalism in grooming and personal hygiene.	Always properly dressed for the job. Personal hygiene never a problem.	Usually properly dressed and groomed.	Occasional sloppy appearance or deficient hygiene.	Frequent sloppy appearance or deficient hygiene.
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Comments: _____

Numerical Rating: _____

INNOVATION AND INITIATIVE: The use of imagination and creativity to increase efficiency and improve results in a cost effective manner; willingness to attempt new or non-routine jobs or tasks.

Imagination and creativity are consistently used for ideas for improved operations. Always volunteers for new or difficult assignments and completes them despite difficult obstacles.	Often offers imaginative ideas to improve operations. Usually volunteers for new assignments and perseveres through obstacles.	Offers some suggestions for improved operations. Works through most obstacles.	Seldom offers suggestions for improved operations. Often does not cope with resolvable difficulties.	Almost never has an idea for a new or improved procedure. Leaves work incomplete when faced with an obstacle.
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Comments: _____

Numerical Rating: _____

