

Employee Name _____ Date _____

 Job Title _____ Review Type: ☒ Annual ☐ 90-Day

PERFORMANCE RATING SYSTEM

5 – Outstanding	Consistently exceeds job requirements; performance is recognized as exemplary.
4 – Commendable	Frequently performs tasks beyond normal job requirements. Results achieved are often beyond what is expected.
3 – Meets Expectations	Fully satisfactory and dependable level of performance. Results are what is expected of competent employees.
2 – Needs Improvement	Performance is below normal expectations. Performance periodically falls short of acceptable standards.
1 – Unsatisfactory	Consistently performs below adequate level. Failing to meet requirements and needs immediate improvement.

ASSESSMENT OF SKILLS AND ABILITIES AFFECTING PERFORMANCE:

Using the rating table above, please provide a performance rating for all items in each section. Please use whole numbers or fractional numbers of .5. (Ex: 3 or 3.5 instead of 3.33) For any rating less than 3 or greater than 4, please be sure to support the rating in the "Comments" section.

1. COMMUNICATION AND CUSTOMER SERVICE

Interacts, communicates, and relates to members, vendors, and co-workers in a professional, timely and courteous manner. Communicates in a positive and tactful way which results in cooperation, mutual respect and common benefit. Organizes and expresses thoughts and ideas clearly and accurately, both in writing and verbally. Solicits and respects input from others. Keeps appropriate people informed on a timely and regular basis. While exercising the aforementioned skills, shares information and ideas with others for the success of the organization and their team.

Note: Please provide separate ratings based on "communication and customer service" the employee provided to both members and co-workers.

 Rating
 (Members/
 Vendors):

 Rating
 (Co-workers):

Comments:
2. QUALITY (QLY) AND QUANTITY (QTY) OF WORK

Meets or exceeds established productivity standards in a timely, accurate, and reliable manner. Upholds quality standards and acts on quality improvement opportunities.

QLY Rating:

QTY Rating:

Comments:

3. JOB KNOWLEDGE

Rating:

Possesses and applies the skills and knowledge required by the job; is current in area of expertise. Stays informed of latest developments and changes in field. Understands job requirements and responsibilities.

Comments:

4. PLANNING AND ORGANIZING

Rating:

Identifies and organizes tasks and resources to meet objectives; determines priorities; anticipates contingencies; sets achievable target dates and meets these targets. Efficiency with which duties are performed.

Comments:

5. DECISION-MAKING AND ADAPTABILITY

Rating:

Determines causes of problems; formulates and evaluates possible solutions; knows where to obtain information. Develops sound conclusions from relevant factors. Makes timely decisions based on available information. Exercises sound judgment. Adjusts readily to changing circumstances and crises and stays calm under pressure.

Comments:

6. INITIATIVE AND MOTIVATION

Rating:

Seeks and grasps new opportunities and responsibilities. Begins appropriate activities without being asked. Places demands on self to achieve results. Promotes creative thinking. Shows concern for issues outside of narrowly defined activities. Demonstrates awareness of organization-wide objectives and priorities. Shows a positive attitude towards their job and organization as a whole.

Comments:

7. CONDUCT

Rating:

Follows organizational rules and policies and is a good example for co-workers to follow.

Comments:

8. ATTENDANCE/PUNCTUALITY:

Rating:

Does not disrupt operations by being habitually absent; works as scheduled and as expected. Shows consistent attendance with minimal unscheduled absences.

Note: Vacation Days, Personal Days, and protected Leave hours (Ex: FMLA) are not used when determining an employee's number of absences.

Rating Description

5	0 to 2 Absences Per Year
4	3 to 4 Absences Per Year
3	5 to 7 Absences Per Year
2	8 to 9 Absences Per Year
1	10 + Absences Per Year

**Please keep in mind that tardiness may impact your Attendance Rating.*

Comments:**ADDITIONAL ACCOMPLISHMENTS** including Education or Training Attended (if applicable):**TOTAL SCORE**

Avg. Rating:

The Total Score is determined by finding the Average Rating.

The Average Rating = Sum of All Ratings divided by 10

Note: The "Average Rating" attempts to represent an employee's overall performance. Given the evaluation is not job-duty specific, it is not always possible to capture all aspects of an employee's performance and additional input may be necessary. In the event the Average Rating does not reflect what is intended, please provide a rating and an explanation below.

New Total Score and Comments (if applicable):**GOALS FOR NEXT REVIEW PERIOD:**

The signatures below acknowledge the evaluation has been reviewed for completeness and discussed with the employee.

Prepared by Supervisor/Manager: _____ Date _____

Manager Review: _____ Date _____

Employee Signature: _____ Date _____

Human Resources Review: _____ Date _____