



# Inn Complete

EST. 1987

SYRACUSE GRADUATE & PROFESSIONAL STUDENTS  
ASSOCIATION, INC.

## Employee Performance Evaluation

Employee \_\_\_\_\_

Position \_\_\_\_\_

Date of hire \_\_\_\_\_

Date of last review \_\_\_\_\_

Date of this review \_\_\_\_\_

Name of evaluator \_\_\_\_\_

Signature \_\_\_\_\_

### Instructions:

- 1) Print clearly and legibly in pen.
- 2) Complete all sections of the Evaluation Form.
- 3) Sign and date the form.
- 4) Schedule a date and time to conduct a Performance Evaluation meeting with the employee. Part D should be completed then.
- 5) Review evaluations and recommendations with Personnel Committee and Board of Directors.

**Section A: Analytical Review**

**Ratings:**

Unsatisfactory	-1
Needs improvement	-2
Average	-3
Solid Performer	-4
Outstanding	-5

Circle the number that best describes the employee's level of performance for the evaluation period.

**1) APPLICATION OF KNOWLEDGE (UNDERSTANDING)**

Does not understand policies, methods or procedures, applies knowledge only after repeated explanation.	:	Understands policies methods and procedures, applying knowledge to routine tasks.	:	Easily understands policies, methods and procedures and applies knowledge to complex tasks.
1	2	3	4	5

COMMENTS: -----  
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**2) RELIABILITY**

Needs close supervision: after a reasonable time to learn the job, has difficulty doing what is expected or required of the job.	:	Requires some supervision. Can be counted on to do what is expected or required of the job.	:	Merits complete confidence on the job, requires minimal supervision, can always be counted on to do what is expected or required.
1	2	3	4	5

COMMENTS: -----  
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3) ATTENDANCE

Reports to work late without calling or misses shifts without finding replacements. Does not usually work additional shifts when asked.	;	Reports to work on time Gives advance notice when arriving late and finds replacements when unavailable to work an assigned shift. Will occasionally work extra shifts when asked.	;	Reports to work on time for every shift. Never arrives to work late or misses shifts. Volunteers to work extra shifts when help is needed.
1	2	3	4	5

COMMENTS: -----  
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4) QUALITY OF WORK

Work requires considerable checking, many corrections are necessary. Work lacks accuracy, clarity and adequacy.	;	Work requires occasional checking, few corrections are necessary. Work is accurate, clear and adequate.	;	Consistently completes work of the highest quality, all work is accurate, adequate and efficient.
1	2	3	4	5

COMMENTS: -----  
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3) PACE OF WORK

Pace of work is slower than expected.	;	Works at the expected pace.	;	Works at a pace which exceeds expectations.
1	2	3	4	5

COMMENTS: -----  
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6) COOPERATION

Shows reluctance to work with others. Does not always follow instructions.	1	2	3	4	5	Works well with associates, follows instructions.	1	2	3	4	5	Promotes enthusiasm among co-workers, an outstanding team player, accepts instructions enthusiastically, helps co-workers.
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COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

7) INITIATIVE

Follows instructions but will not act unless told to do so, waits idly by for instructions.	1	2	3	4	5	Takes necessary steps to accomplish job tasks, does not have to be told to do things, seeks new assignments after completing old ones.	1	2	3	4	5	Independently originates and develops constructive ideas, actively seeks new tasks.
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COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

8) COMMON SENSE

Frequently uses poor judgement while on the job.	1	2	3	4	5	Usually uses good judgement when on the job.	1	2	3	4	5	Always uses good judgement when on the job.
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COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9) CUSTOMER RELATIONS

Does not exhibit polite behavior towards customers. May avoid customers completely.	Polite to customers, answers customer questions or helps customers when asked but doesn't offer any additional assistance.	Enthusiastic and friendly towards customers. Answers customer questions, helps customers when asked and offers additional assistance that is not asked for. Goes above and the call of duty to be courteous and helpful.		
1	2	3	4	5

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

10) ATTITUDE *(LET RID)*

Does not convey a likable disposition toward customers. Represents the company in an undesirable manner.	Conveys a likable disposition toward customers and co-workers. Represents the company in a positive manner.	Conveys an extremely likable disposition toward customers and co-workers. Represents the company in a consistently positive manner, even in difficult situations.		
1	2	3	4	5

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

11) ADAPTABILITY

Has difficulty adjusting to changes in the work environment, performance may be impaired due to situation.	Adjusts to changes in the work environment with little difficulty.	Adjusts easily to changes in the work environment. Learns new duties quickly and adjusts well to job.		
1	2	3	4	5

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Part B

Overall Performance Rating

Read carefully the descriptions below of total or over-all performance. Select the one that in your judgement best describes the employee's job performance. Circle the number that corresponds to your choice.

OVERALL PERFORMANCE IS BELOW EXPECTATIONS	OVERALL PERFORMANCE FULFILLS EXPECTATIONS	OVERALL PERFORMANCE EXCEEDS EXPECTATIONS		
1	2	3	4	5
Unsatisfactory	Needs improvement	Average	Solid Performer	Outstanding
Not successful in performing the tasks of the job. On balance has not met the objectives of the position.	Has not been completely successful in achieving all the objectives of the position. Met most goals, but on balance, has not completely reached desired level of performance.	Has successfully achieved the objectives of the position. In a few instances may have exceeded some targets and missed some, but on balance the individual has competently performed the duties of the job.	On balance, has exceeded goals of position or successfully met difficult goals. Overall performance clearly better than that of the average performer.	Has consistently exceeded goals of position. Made contributions resulting in significant changes. For example, new policies or procedures, new directions, or improvements. Achieved good results even during extremely unusual situations.

Part C

Comments on the Performance Year

Manager's comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

