

## PERFORMANCE EVALUATION

Employee's Name: \_\_\_\_\_ Review Date: \_\_\_\_\_ Grade: \_\_\_\_\_

### **CUSTOMER SATISFACTION--anticipating customer needs; sensitive to customer perspective; prioritize customer**

Achieves 100% accuracy in customer orders.

Handles complaints quickly and effectively.

Personal interaction-- treats each customer like a valued guest.

Delivers impressive service.

### **TEAMWORK-- actively working with others to achieve goals; being considerate; being aware of one's actions.**

Makes contributions and participates as a member of the team.

Supports co-workers in responding to and meeting customer's needs.

Helps other team members with tasks as needed.

### **WORK STANDARDS--setting high standards of performance for self and others; accomplishing tasks in all areas c**

Follows all store procedures carefully and correctly (i.g. cash, safety, cleanliness)

Strives for continuous improvement.

Always on task (i.g. not distracted by phones or talking about unrelated subjects)

### **MANAGEMENT--Management grading only.**

Promotes good performance in the workplace.

Strives to exceed performance standards and set precedent for employees.

Knowledgeable of goings on in the workplace.

Keeps employees on task.

Has a place in all areas of the job. (i.g. assisting all employees)

**INVENTORY--Inventory grading only.**

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Punctual (i.g. frequently updating the Square application.)

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Knowledgeable of inventory and fluctuation of sales.

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Works closely with other employees regarding price and availability.

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Orders appropriate inventory in good time with budget in mind.

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Ensures items are priced appropriately.

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**MARKETER--Marketer grading only.**

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Focused on product promotion.

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Knowledgeable of new inventory and sales.

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Creative designer (i.g. different designs, not reusing old promos)

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Takes note of customer likes and dislikes.

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**ACCOUNTANT--Accountant grading only.**

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Punctual (i.g. keeping updated track of store assets and expenses)

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Works closely with inventory and marketing to ensure profit.

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Moderates store orders to ensure low to no debt.

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Keeps frequent track of financial records. (i.g. drawer count, inventory orders)

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