**EMPLOYEE PERFORMANCE EVALUATION**

**Reason for Evaluation**

45 Day 90 Day Annual Other­­­­­­\_\_\_\_\_\_\_

**Employee Name Evaluation Date**

**Position Date of Hire**

**Studio/Location**

**Evaluated By (Print Name)**

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| **As you complete this performance evaluation, use the following scale as a guideline for rating each category:** |

*As you complete this performance evaluation, use the following scale as a guideline for rating each category:*

**5 = Outstanding**. Performance well beyond expectations; positive behavior reflecting a keen interest in excellence and exceeding company goals.

**4 = Above expectations**. Performance above average; behavior constantly reflects interest in improving and attaining higher level of achievement for self and company.

**3 = Meets expectations**. Performance at average level; some interest in improving and positive behavior about the position and the company

**2 = Below expectations**. Performance is below average; behavior reflects little concern for improving.

**1 = Unsatisfactory**. Performance is unacceptable, negative behavior regarding the position and the company.

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| Performance | | | | | | | | | | | | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | 5 | 4 | 3 | 2 | 1 | | Sets precise, measurable goals that are realistic, challenging and compatible with company goals | ☐ | ☐ | ☐ | ☐ | ☐ | | Anticipates problems and plans accordingly; acts versus reacts | ☐ | ☐ | ☐ | ☐ | ☐ | | Assume responsibility beyond scope of normal working duties | ☐ | ☐ | ☐ | ☐ | ☐ | | | | | | | | | | | | | | | |
| Personal Appearance | | | | | | | | | | | | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | 5 | 4 | 3 | 2 | 1 | | Arrives to work properly groomed as required by Ziba standards & maintains his/her appearance at all times | ☐ | ☐ | ☐ | ☐ | ☐ | | Exhibits a high degree of professionalism while promoting personal safety | ☐ | ☐ | ☐ | ☐ | ☐ | | Adheres to dress code policy | ☐ | ☐ | ☐ | ☐ | ☐ | |  |  |  |  |  |  | | | | | | | | | | | | | | | |
| Interpersonal Skills | | | | | | | | | | | | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | 5 | 4 | 3 | 2 | 1 | | Motivates others; creates enthusiasm for team effort | ☐ | ☐ | ☐ | ☐ | ☐ | | Periodically plans activities to develop teamwork and pride | ☐ | ☐ | ☐ | ☐ | ☐ | | Asks for and is responsive to feedback on own management style | ☐ | ☐ | ☐ | ☐ | ☐ | | | | | | | | | | | | | | | |
| Attendance | | | | | | | | | | | | | | |
|  | | 5 | | 4 | | | 3 | | | 2 | | | 1 | | | |
| Adheres to work schedule | | ☐ | | ☐ | | | ☐ | | | ☐ | | | ☐ | | | |
| Schedule time off according to company policy | | ☐ | | ☐ | | | ☐ | | | ☐ | | | ☐ | | | |
| Overall attendance record | | ☐ | | ☐ | | | ☐ | | | ☐ | | | ☐ | | | |
| Knowledge/Skills | | | | | | | | | | | | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | 5 | 4 | 3 | 2 | 1 | | Keeps up with new methods & techniques required in own job and related functions | ☐ | ☐ | ☐ | ☐ | ☐ | | Assist Studio Manager to achieve established goals | ☐ | ☐ | ☐ | ☐ | ☐ | | Has sufficient knowledge and experience of all aspects of business operations to make informed decisions within the scope of responsibilities | ☐ | ☐ | ☐ | ☐ | ☐ | | | | | | | | | | | | | | | |
| Sales | | | | | | | | | | | | | | |
|  | 5 | | 4 | | 3 | | | 2 | | | 1 | | |
| Assumes leadership for increasing sales in own area and with others | ☐ | | ☐ | | ☐ | | | ☐ | | | ☐ | | |
| Uses a defined sales process to increase productivity | ☐ | | ☐ | | ☐ | | | ☐ | | | ☐ | | |
| Gives effective product demonstrations | ☐ | | ☐ | | ☐ | | | ☐ | | | ☐ | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  | | Leadership & Management | | | | | | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | 5 | 4 | 3 | 2 | 1 | | Takes charge of people/events; assumes leadership in a positive way | ☐ | ☐ | ☐ | ☐ | ☐ | | Identifies and resolves conflict/dissatisfaction issues | ☐ | ☐ | ☐ | ☐ | ☐ | | Suggests new approaches and ideas to management | ☐ | ☐ | ☐ | ☐ | ☐ | |  |  |  |  |  |  | | | | | | | | | | | | | | | | | | | | | |
| Customer Experience | | | | | | | | | | | | | | | |
|  | | 5 | | 4 | | 3 | | | 2 | | | 1 | | | |
| Takes initiative to inquire about customer needs and opinions | | ☐ | | ☐ | | ☐ | | | ☐ | | | ☐ | | | |
| Effectively handles and responds to customer complaints | | ☐ | | ☐ | | ☐ | | | ☐ | | | ☐ | | | |
| Encourages and develops customer service skills in employees | | ☐ | | ☐ | | ☐ | | | ☐ | | | ☐ | | | |

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| Local Store Marketing |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | 5 | 4 | 3 | 2 | 1 | | Increases awareness of studio to community | ☐ | ☐ | ☐ | ☐ | ☐ | | Increases foot traffic into the studio | ☐ | ☐ | ☐ | ☐ | ☐ | | Attends Community Events | ☐ | ☐ | ☐ | ☐ | ☐ | | Participates in mall/center activities | ☐ | ☐ | ☐ | ☐ | ☐ | | Builds relationships with mall/center marketing | ☐ | ☐ | ☐ | ☐ | ☐ | | Partners with mall/center retailers | ☐ | ☐ | ☐ | ☐ | ☐ | |

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

Total Score employee received: **\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Employee Performance Evaluation Score | | | | |
| Outstanding (150-119) | Above Expectations (120-89) | Meets Expectations (90-59) | Below Expectations (60-29) | Unsatisfactory (30-1) |
| ☐ | ☐ | ☐ | ☐ | ☐ |

**Evaluator/Supervisor’s Comments:**

1. In what specific areas, if any, has the employee excelled since last evaluation?

2. In what specific areas does the employee need improvement?

3. What goals should the employee plan to meet before the next scheduled evaluation? Has employee met goals set during last quarter?

4. Other comments

**Employee’s Comments:**

1. What could the company do to better use your skills and strengths?

2. What areas do you need improvement in, and what steps will you take to improve?

3. Other comments:

**\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_**

**Evaluator Signature Evaluation Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_**

**Employee Signature Evaluation Date**

**Date of Next Evaluation:** **\_\_\_\_\_**