



EMPLOYEE REVIEW QUESTIONNAIRE

GRACE DRISCOLL

SUPERVISOR

Employee Name

Position

SEPT 2017

Review Date

PERFORMANCE RATE DEFINITIONS

Above Expectations	Frequently exceeds performance expectations.
Meets Expectations	Meets the required performance expectations.
Needs Improvement	Needs significant improvement in order to meet expectations.

Note: If the Team Member does not fit completely into a particular grade please use the comment area to clarify any variation.

PERFORMANCE REVIEW ITEMS

Customer Service: Customer interactions are completed in a friendly efficient manner.

Very approachable to all customers, able to anticipate and subsequently provide solutions quickly and efficiently for all customer needs.

- ✓ Above Expectations
- ✓ Meets Expectations
- Needs Improvement

Goal: Actively greet customers as they approach and anticipate needs before being asked.

Comments AND examples:

Grace is always friendly and polite with all customer interactions. Grace handles all customer questions and comments with care and brings any questions she can't answer to management or supervisors. Grace never hesitates to go the extra mile to look for an item in the back, or help customers find items throughout the store.

Teamwork: Consider the willingness to accept tasks and to work effectively within a team.

Able to take a lead role for the team through motivation and communication. Continuously searching to better improve performance.

- ✓ Above Expectations
- ✓ Meets Expectations
- Needs Improvement

Goal: Keep leading by example.

Comments AND examples:

Grace is an excellent team player and always does her part to contribute to the team. Grace has proven her commitment to teamwork by communicating well with staff and management, always doing her best, and having a positive attitude towards work. Grace is very approachable with all team members, making him a valuable team player. Grace accepts any task that is asked of him and will take on tasks that others may shy away from.

Professionalism and Dependability: Consider uniform attire and professional behaviour. Consider attendance and punctuality.

Professional in appearance and behaviors. Interactions with all team members. Consistent level of attendance and punctuality.

- ✓ Above Expectations
- Meets Expectations
- Needs Improvement

Goal: Keep up the good work!

Comments AND examples:

Grace's professionalism and dependability is to an Exceptional standard, Grace is typically a few minutes early for her scheduled shift and is ready to work with proper uniform attire as scheduled and has no record of lateness or unexcused absenteeism.