|  |  |  |
| --- | --- | --- |
| Performance Improvement Notice Meeting | | |
| Date: <insert date of PIN being issued i.e. first meeting> e.g. 15th September 2019 | | Vessel: Insert name of vessel> e.g. Silver Spirit |
| Name: <insert Crew Members name> e.g. Miss Jenny Rees | | Position: <insert Crew Members position> e.g. Bar Waiter |
| Issued by: <Insert the name and position of the manager who is issuing the PIN> e.g. Mr. Joe Bloggs, Bar Manager | | Department: <Insert Crew Member and Managers department> e.g. Hotel Department, Bar Team |
| Description of underperformance | | |
| Consider what is causing concern regarding performance?  Be succinct (it is probably best to use bullet points)  Do not delete anything in the follow up review, just add if you have anything further to include  **Example:**   * Ms. Rees has been given instructions and training regarding Silversea Steps of Service Multiple times but does not follow the steps * Ms. Rees can have an abrupt manner which may come across as rude to guests. This has resulted in negative guest comments * Ms Rees is not showing enthusiasm for her role. This is demonstrated in her negative comments during training sessions   Despite training, coaching and guidance, Ms. Rees continues to repeat mistakes | | |
| Actions required to address underperformance | | |
| What do you specifically require from the crew member to improve?  Be succinct (it is probably best to use bullet points)  Do not delete anything in the follow up review, just add if you have anything further to include  **Example:**  Ms Rees Must:   * Familiarise herself with her job description, the available manuals and steps of Service * Follow the steps of Service for every guest interaction * Become aware of her manner and work towards ensuring a professional, elegant approach to guests and colleagues   Show energy and enthusiasm for the role demonstrated by concentration and interest during training | | |
| Support (where required) to address underperformance | | |
| What kind of support will you provide?  Remember that the PIN is a supportive tool – we want the crew member to succeed \*please note that we do not ‘put you on a PIN’ or ‘PIN you’, we support performance improvement  Be succinct (it is probably best to use bullet points)  Do not delete anything in the follow up review, just add if you have anything further to include  Example:   * Further training will be given regarding steps of service * An experienced MDO will be assigned to coach and mentor Miss Rees * Miss Rees is encouraged to ask questions and request further support where required | | |
| Date for next review of this Performance Improvement Notice: Give minimum 7 days to improve | | |
| The underperformance and actions described in this PIN are to be addressed as detailed above.Failure to do so may lead to disciplinary action. | | |
| **Person issuing the PIN:** | Name, Rank and Signature of the Manager issuing the PIN  e.g. Joe Bloggs, Bar Manager <signature> | |
| I acknowledge receipt of this PIN and undertake to address the underperformance as detailed above. | | |
| **Crew Member:** | Crew should sign here at the first meeting  e.g. Miss Jenny Rees <signature> | |

Always keep the review on a separate page

|  |  |  |
| --- | --- | --- |
| **Performance Improvement Notice Review Meeting** | | |
| Date of PIN: <insert date of PIN being issued i.e. first meeting> e.g. 15th September 2019 | | Vessel: Insert name of vessel> e.g. Silver Spirit |
| Date of review: <Insert date of the review meeting> e.g. 25th September 2019 | | Outcome of review: *PIN successful / PIN continued* *Select one – successful or continued … if not successful, the PIN must continue unless the crew member is dismissed / demoted*  *e.g. PIN continued* |
| Name: <insert Crew Members name> e.g. Miss Jenny Rees | | Position: <insert Crew Members position> e.g. Bar Waiter |
| Issued by: <Insert the name and position of the manager who is issuing the PIN> e.g. Mr. Joe Bloggs, Bar Manager | | Department: <Insert Crew Member and Managers department> e.g. Hotel Department, Bar Team |
| **Notes from Review** | | |
| **Please include**  - names of those present  - what was said in the review  - What actions have been taken since the initial PIN meeting  - Has improvement been seen, or is there little to no improvement? - Has there been any decrease in performance or incidents to note?  - Outcome of the review i.e. successful or unsuccessful? | | |
| **Date of next review meeting (if required):** e.g. 1 October 2019 | | |
| **Signatures** | | |
| **Crew Member:** | Crew should sign here at the review meeting  e.g. Miss Jenny Rees <signature> | |
| **Person reviewing the PIN:** | Name, Rank and Signature of the Manager reviewing the PIN (usually the same as the person issuing unless there has been a management change)  e.g. Joe Bloggs, Bar Manager <signature> | |

Original: Crewmember Copies to: Person issuing the PIN / Reviewing the PIN, Head of Department, HR Manager