**Club Manager Performance Appraisal Form**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: Club Manager

Review Period: From \_\_\_\_\_\_\_\_ To \_\_\_\_\_\_\_\_

Reviewer Name/Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Appraisal: \_\_\_\_\_\_\_\_

(**Rating Scale**: **1** = Unsatisfactory, **2** = Needs Improvement, **3** = Meets Expectations, **4** = Exceeds Expectations, **5** = Outstanding)

**I. Job Knowledge & Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Understanding of club operations (membership, events, facilities) |  |  |  |
| Knowledge of health, safety, and compliance regulations |  |  |  |
| Financial management (budgeting, cost control, revenue growth) |  |  |  |
| Staff management & leadership abilities |  |  |  |
| Customer service & conflict resolution skills |  |  |  |

**II. Key Performance Indicators (KPIs)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Metric** | **Target** | **Actual** | **Comments** |
| Membership growth/retention rate |  |  |  |
| Revenue & profitability (vs. budget) |  |  |  |
| Customer satisfaction scores |  |  |  |
| Staff turnover rate |  |  |  |
| Event attendance & success rate |  |  |  |

**III. Leadership & Team Management**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating**  **(1-5)** | **Supervisor**  **Rating** | **Comments** |
| Delegation & supervision effectiveness |  |  |  |
| Team motivation & morale |  |  |  |
| Training & development of staff |  |  |  |
| Handling disciplinary issues fairly |  |  |  |
| Communication with team & upper management |  |  |  |
| Being available to support teams during pick hours (Lunch and Evenings) |  |  |  |
| Mentoring and training for succession plan |  |  |  |

**IV. Customer & Member Relations**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating**  **(1-5)** | **Supervisor**  **Rating** | **Comments** |
| Handling of members/customers complaints & feedback, resolve customer complaints swiftly and fairly |  |  |  |
| Building relationships with old and new members/clients |  |  |  |
| Promoting club services effectively and upselling |  |  |  |
| Ensuring high service standards |  |  |  |
| Ensuring availability during pick hours checking customers satisfaction and feedback |  |  |  |
| Ensuring that staff are in neat clean uniforms and wearing name badge correctly before service starts |  |  |  |

**V. Operational Efficiency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating**  **(1-5)** | **Supervisor**  **Rating** | **Comments** |
| Facility maintenance & cleanliness |  |  |  |
| Inventory & supply management |  |  |  |
| Vendor & supplier relations |  |  |  |
| Compliance with policies & regulations |  |  |  |
| Timely reporting to management for action and records |  |  |  |
| Up-to-date record keeping |  |  |  |
| Plan and action time frame in place |  |  |  |

|  |  |
| --- | --- |
| Write down your strength and weakness | |
| STRENGTH | WEAKNESS/NEED IMPROVEMENT |
|  |  |

**VI. Overall Performance Summary**

Strengths:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Areas for Improvement:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Goals for Next Review Period:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VII. Final Rating & Recommendations**

☐ Unsatisfactory (Needs significant improvement)

☐ Needs Improvement (Meets some expectations but requires development)

☐ Meets Expectations (Performs job satisfactorily)

☐ Exceeds Expectations (Strong performance beyond requirements)

☐ Outstanding (Exceptional contribution to the club)

Employee Comments:

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_

Reviewer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_