



Employee Evaluation Form



Employee Evaluation Form

Please complete all information below

Employee Name: Emily Smith
Job Title: Operations Coordinator
Rock-It Office: DIETL - NY
Supervisor: Francisco Salazar

Date of Hire: 6/01/2018
Current Salary: 55,000.00
Last Raise: n/a

Previous Bonus:
Prior Year W-2 Total:
Review Date:
Reviewed by:

Employees and their supervisors will evaluate the results of the appraisal report together. Appraisal of performance is an on-going procedure to communicate to employees how they are doing on the job and to help employees improve their performance in future. The objective of the evaluation appraisal between the employee and supervisor is to develop mutually agreed upon goals for future progress and to identify actions to enhance development.

INSTRUCTIONS:

1. Review the employee's work performance for the entire period. Concentrate on only one factor at a time. Do not give an overall rating immediately. Evaluate each factor independently.
2. Consider the employee on the basis of specified job standards necessary for satisfactory performance of his/her job based upon the length of time in the job. Place a check in the box that summarizes his/her performance in that factor since the last appraisal.
3. Remarks are REQUIRED when giving the highest or lowest rating in a section (e.g. KNOWLEDGE/SKILL, TEAMWORK, Etc.).
4. Specific explanation should be given whenever possible to substantiate and explain your evaluation. Leaving no comments will *delay* the appraisal.

ACCURACY OF WORK

The accuracy and thoroughness with which work meets recognized expectations of performance.

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|---|---|--|---|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Work does not meet Expectations. Error rate is unacceptable | Occasionally work does not meet expectations, rework is required. Rate of Error needs improvement | Fully meets expectations with reasonable errors. | Work exceed expectations With minimum errors. Uniformly accurate and thorough | Does work of highest level Work is very complete and almost errorless |

Comments: My work is accurate and profitable. I am a team player who enjoys and actively assists co-workers and training new hires.

QUANTITY OF WORK

Degree to which one produces the required amount of work within the required time frame.

- | | | | | |
|--|--|---|---|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Insufficient output. Usually does not meet deadline. | Usually produces required amount of work. Some improvement is needed. (Possible new to a job and In learning stage.) | Fully meets required level of output within deadlines. A steady producer. | Usually exceeds required level of output and finishes Ahead of deadlines. | Far exceeds required level of output and always finishes ahead Of deadlines. Often does more than own share. A top producer. |

Comments: My work is trusted. Multiple clients have sought out to have their projects assigned to me. For instance, Skarstedt and Hauser & Wirth both come directly to me for quotes and work after working with me. Furthermore, the quality of my work can also be measured by the efficient revenue numbers. As per CS from the first 6 months of 2019, my revenue is over \$350K with profits exceeding \$130K.

KNOWLEDGE/SKILL

Knowledge and understanding of all phases of this job and closes related matters.

- | | | | | |
|--|---|--|---|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Lacks knowledge of job. Needs frequent instruction even on routine jobs. Lacks appropriate skills. | Fair knowledge of job duties and procedures. Regularly needs assistance and instruction. (Possibly new to a job and in learning stage). | Has full understanding of the job and knowledge needed. Seldom needs help. | Exceeds required level of knowledge in many instances. Demonstrates skill that is often above what is expected. | Far exceeds knowledge required for job and is always thoroughly informed. Understands why all job functions are performed and the interrelationships between other jobs. An expert. |

Comments: Over the 8+ years of my career I have grown from an admin. estimate coordinator, project manager, to dispatch and operations manager for local fine art companies. These varied positions have led me to develop an extremely strong foundation for this position. I have demonstrated said growth here at Dietl in performing my duties well and quickly learning how to apply this knowledge to an international platform

INITIATIVE/ APPLICATION/ DEPENDABILITY

Resourcefulness, independent thinking, attention, and application to work. Degree to which one plans and organizes work. The extent to which employee seeks out new assignments and assumes additional duties when necessary. The extent to which an employee can be relied upon regarding task completion and follow-up, and compliance with instructions.

| | | | | |
|---|---|--|---|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Unable to organize own work or use of time effectively. Requires excessive supervision. Needs constant follow-up and disregards policy and regulation. Fails to uphold compliance to policy and regulation. | Requires assistance in establishing priorities, organizing work, and making the best use of time. Needs to improve follow-up and compliance to work regulations and protocol. | Requires minimal assistance in planning and organizing work and getting appropriate priorities. Needs reasonable supervision. Very reliable. | Usually able to plan and organize work independently. Makes good use of time. Requires minimal supervision. Understands and upholds company and work-related regulations. | Highly skilled in independent planning and organizing work to meet job requirements. Requires little or no supervision. Exceptionally resourceful and self-reliant. Adheres and understands compliance and regulation issues. |

Comments: I seek guidance when running into operations that I am unfamiliar with. After consultation, I move the projects to completion without further followup. Moreover, I have helped more junior team members on-board to Dietl's procedures.

TEAMWORK/ATTITUDE/COMMUNICATION

The extent to which an employee is willing to communicate and work with others in a respectful and appropriate manner. Demonstrates ability to cooperate, work and communicate with co-workers, supervisors and/or outside customers. Organizes and expresses information in a clear and appropriate manner. Fulfills commitments to team members and communicates promptly to relevant departments and coworkers to work efficiently.

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|--|--|--|---|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Lacks skill to successfully interface with others to achieve results. Unco - operative and creates unfavorable impression. | Exhibits some difficulty in understanding and responding to needs of others. Can be combative and contribute to a tense work atmosphere. | Fully responsive and co - operative to achieve results. Represents company Services and products well. Communication and teamwork skills can be improved upon. | Excels in many aspects of collaboration and achievement of goals. Often helps achieve more than expected. Is diplomatic in communication. | Always for exceeds expectations in working with others. Always understands and uses proper approach to get the best results. Energetic and conscientious. |

Comments: I am a consummate team player, always looking to work diplomatically with coworkers and help whenever needed. My communication and people skills are also topnotch, coordinating client meetings and departmental gatherings, attending vendor meet ups whenever possible. I am regularly sought by return customers for help on their projects.

RELIABILITY/ ATTENDANCE/ SAFETY

The extent to which an employee is punctual, observes prescribed work/meal periods and has an acceptable overall attendance record. Operates in a safe manner and requires safe performance by those supervised to prevent accidents, injuries, property damage and compliance with government regulations.

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|---|---|---|--|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Frequently undependable. Frequent lateness or absence from work. Disregards policy and Regulation issues. | Fairly dependable but requires more than normal follow-up. Absence or lateness below standards. Needs to more closely adhere to Policy and Regulations. | Dependable with normal supervision. Satisfactory attendance and compliance. Standard of work is stable. | Completes work with little Supervision. Will complete occasional special projects. Rarely late or absent. Adheres to policy. Quality of work is steady and often exceeds expectations. | Extremely motivated and trustworthy. Accepts all assignments and performs as expected. Almost never late or absent. Adheres to compliance And regulation safety measures. |

Comments: Always motivated for new challenges. I accept all assignments happily. I take vacation and sick days well within company guidelines. I am rarely late in arriving or early in leaving. I am dependable and enjoy the daily challenges.

PROBLEM SOLVING/ DECISION MAKING/ CONFLICT RESOLUTION

The ability to analyze problems, evaluate alternatives, anticipate consequences and eliminate obstacles to successful completion of objectives and responsibilities. Compliance and promotion of company policy including standard of conduct and work-related regulations.

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|---|--|---|--|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Lacks ability to assess and solve problems. Makes decisions that are inconsistent, untimely or short sighted. | Needs assistance in analyzing situations and/or making effective decisions. May over or under-analyze a problem or delay its resolution. | Successfully identifies cause of problems and effectively resolves them. Makes routine decisions which are logically thought out. Consistent with company policy and business strategy. | Excels in many aspects of problem solving and decision making. Almost always anticipates potential problems and resolves them. Often assists others in Problem-solving. Makes decisions on own initiative. | Exceptional ability to anticipate and solve problems. Can size up a situation with expert speed and analytical skill. Decisions reflect thorough appreciation of risk, is sought out by others for counsel and advice. |

Comments: Approaches all problems with a calm head, assesses the issues and resolves with minimal supervision.

LEADERSHIP

The ability to guide others to the accomplishment of objectives/responsibilities, develop teamwork, evaluate and guide people and resolve complaints.

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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Gets limited cooperation of staff. Lacks full control. Does not delegate sufficiently or to proper persons. | Has difficulty clarifying goals, delegating responsibilities and achieving results. Has fair degree of respect, but has some difficulty resolving issues. | Promotes teamwork. Good motivator and developer. Establishes personal, peer and/or staff accountabilities which are clear and specific. Manages and resolves issues that may arise. | Leads very capably and consistently gets very good results. Has unusual ability to get commitment of others and finds solutions to potential problems. | Demonstrates exceptional ability to inspire confidence, motivate and get results. Highly regarded by associates. An excellent role model and leader. |

Comments: Proven track record in working with vendors and clients in completing projects. Successful in convincing clients to upgrade service levels (ex-use trucks / airport supervision) when appropriate. High retention rate and satisfaction among customers.

RESOURCES ADMINISTRATION

Identifies need for and allocates staff, budget and materials to ensure effective operation procedures and cost containment.

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|---|--|--|---|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Available resources are inappropriately allocated or utilized. Does not anticipate and assess impact of business changes and resources. Does not control costs or explain budget variances. | Has some trouble meeting goals due to inappropriate utilization of available resources. Budgets are not completely documented within guidelines. Fails to follow up on budget variances. | Achieves goals by utilizing appropriate type of resource for assigned responsibilities. Budgets are complete with in prescribed guidelines. Monitors budget throughout the year. | Analyzes resource allocations and variances to identify cost reduction opportunities. Budgets Anticipate business changes are well documented, and within guidelines. | Balances changing priorities and resource allocations while maintaining high level of service. Budget preparation reflects thorough analysis of current operating costs and contingencies for optimizing existing resources. |

Comments: I am able to juggle many concurrent projects and move them to completion. Moreover, changes to the original project scope inevitably occurs. I also handle this well by immediately working with clients on updated estimates. From a Dietl perspective, I also search out the best suited economical option to provide the best profit without sacrificing quality or client satisfaction.

CUSTOMER SERVICE SKILLS *

Ability to work with, and respond to customer needs. Also includes internal customers.

*For Compliance: This is applicable to daily duties in communicating with other RIC departments and outside clients (vendors/cust).

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|---|---|---|---|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Unable to successfully interact with customers. Lacks ability to resolve conflicts and communicate effectively. (Possibly new or in a learning process) | Fair communication skills. Needs some assistance responding to customers promptly and resolving conflicts. Some difficulty empathizing with customers situations and may require encouragement to extend oneself. | Exhibits necessary level of courtesy. Shows appropriate consideration for customers needs. Occasionally offers additional assistance with difficult situations. | Superior communication with customers. Excels in customer assistance and attention. Proactively anticipates problems. | Exhibits highest degree of professionalism and courtesy. Maintain focus of customer satisfaction at all times. Always willing to extend self to exceed customer requirements. Develops strategies to prevent service failures. |

Comments: Always professional and friendly, regularly works late and beyond business hours to meet different business needs / time zones. I always strive to proactively exceed the client's expectations and reach their goals.

ACCOMPLISHMENTS

Ability to meet stated objectives.

- | | | | | |
|--|--|---|---|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Fails to meet most stated objectives. Written corrective action plan must be developed with short term objectives that must be achieved. | Has problems meeting goals Occasionally work does not meet expectations. Written corrective action plan should be developed identifying areas for improvement. | Achieves all goals by properly using resources available. Meets and satisfies most deadlines. | Exceeds in accomplishing all goals with minimum supervision. Performance is consistently and clearly above requirements in all areas of the position. | Far exceeds required level of output and always finishes ahead of deadlines. Often does more than own share. A top producer. |

Comments: I have successfully developed relationships and trust with clients. This allows me to juggle dozens of projects while still meeting all deadlines and keeping clients happy. My project revenue for first 6 months of 2019 well over \$350,000 with profits exceeding \$130,000.

DESIRE TO IMPROVE QUALITY/ SEEKING FEEDBACK

Ability to seek ways for improvement and for alternative solutions for growth.

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|--|--|---|--|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Fails to improve or progress past level of performance. Consistently repeats same mistakes. Will not ask for advice or feedback. | Requires supervision to uphold level of work quality. Seldom asks for suggestions or feedback. Has not improved past work performance. | Strong sense of quality. Frequently checks with team to ensure quality of work. | Requires minimal supervision. Shows a consistent level of progress and improvement. Demonstrates initiative to improve work quality. | Successfully integrated practices that ensure quality and progress into work routine. Upholds high quality work. |

Comments: Since joining Dietl, I feel that I have demonstrated consistent progress in improving and learning. I try to always seek guidance when needed. I appreciate all feedback and try to incorporate the key takeaways in my daily work to make adjustments and improve

OVERALL PERFORMANCE

Considering all applicable factors, check the definition which best describes this employee's overall performance during the last period. If checking off IMPROVEMENT NEEDED, UNSATISFACTORY, or UNACCEPTABLE, a specific outline of the required efforts to improve performance must be identified in the conclusion section.

- ☐ UNSATISFACTORY: Performance fails to meet many if not most of the requirements of the job. Immediate improvement is required if employee is to continue. Written corrective action plan must be developed with short term objectives that must be achieved and improvement required within specific guidelines.
- ☐ IMPROVEMENT NEEDED: Performance meets most but not all requirements of the job. Considered capable of improving. Written corrective action plan should be developed identifying areas for improvement.
- ☐ GOOD: Performance meets requirements of the job. Competent and dependable level of performance.
- ☐ VERY GOOD: Performance is overall of high quality, greater and expected as to most requirements of the job.
- ☒ EXCELLENT: Performance is consistently and clearly above requirements in all areas of the position.
- ☐ EXCEPTIONAL: Performance is superior in all areas and requirements for the position.

DEVELOPMENT PLANS

Indicate with an "x" whether the employee is considered able to perform a job at : ☐ Present level ☐ Higher level (*) ☐ Much higher level (*)

(*) MUST BE FILLED OUT IF ASTERISK BOX IS MARKED : ☐ Immediately (0-1 year) ☐ 2-3 years ☐ 4-5 years.

CONCLUSION: As they relate to the duties and responsibilities of the position. Describe the employee's strengths and any limitations which should be improved. Also list any actions that are planned to be taken for the employee's development.

GOALS AND OBJECTIVES: List mutually agreed upon objectives to be achieved by the end of the next appraisal period.

I'm looking forward to becoming more efficient so I can take on more business and clients, which I believe will only increase with experience. I would also like to increase my face time with clients to develop a deeper connection and further increase sales.

EMPLOYEE'S COMMENTS : Indicate your comments to the review, and your own ideas concerning your career interest and future development with the Company.

I give a lot to this job. I'm regularly checking and responding to emails from 7am to 9pm and actively working well outside business hours. On weekends too. I've worked extremely hard over the last year and am looking for my salary to increase to accurately reflect my dedication and effort. I believe I offer a lot to this company and would like to continue to grow and spend many years here.

_____ I agree with this evaluation

_____ I do not agree with this evaluation

SUPERVISOR'S COMMENTS:

EMPLOYEE SIGNATURE

PRINT NAME

DATE

SUPERVISOR SIGNATURE

PRINT NAME

DATE

RECOMMENDATIONS :

| | |
|--|--|
| RAISE : EFFECTIVE DATE: | BONUS : COST OF LIVING INCREASE ONLY: |
|--|--|