

10000625 Shelly Pinto

Employee Name : Shelly Pinto Manager's Name : Rustom Joshi

Goalsheet Approval Date : 26-Apr-2017

KRA Category : Business

KRA Weightage : 25 _

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance	Actual achievement of year end	Appraisee comment on actual achievement
[01] Provide the right travel related information and advise them on the travel plans based on their needs and requirements.	Text			NA	NA	NA	4	NA	4	Various travel options provided as per requirement,
[02] Reserve tickets in airlines, railways or other mode of transportation, that best suits the traveler's interest and arrange travel guides and assistance during their travel plan.	Text			NA	NA	NA	4	NA	4	Reservation done on priority to save in increase of ticket cost
[03] Understand the need of the traveler and accordingly suggest travel plans and packages, if need be recommend for new and improved travel plans and packages.	Text			NA	NA	NA	4	NA	4	Provided various options for hotels
[04] Preparing visa applications / relevant documents and guide the applicants for interviews. Follow up with the consulate after submission of the visa form.	Text			NA	NA	NA	NA	5	5	All visa applied have been granted
[05] Arrange insurance policies and forex	Text			NA	NA	NA	NA	5	5	Insurance and forex arranged on time
[06] Ensure smooth travel and easy travelling plans inspite of the travel change plans by providing all kind of services.	Text			NA	NA	NA	NA	5	5	Provided services for change in travel plans
[07] Make payments and maintain all travel related records and documents.	Text			NA	NA	NA	NA	5	5	Provided services for change in travel plans

KRA Category : Customer

KRA Weightage : 75 _

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance	Actual achievement of year end	Appraisee comment on actual achievement
[01] To act as a gatekeeper by handling as much of the administration load as possible without having to interrupt	Text			NA	NA	NA	NA	5	5	By catering to other departments requirement.

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance	Actual achievement of year end	Appraisee comment on actual achievement
the MD continually.										
[02] To make difficult things happen with relative ease and find solutions to every problem.	Text			NA	NA	NA	4	NA	4	Not applicable
[03] Complete loyalty and confidentiality which means not sharing sensitive information with others and always protecting the best interests of the MD	Text			NA	NA	NA	NA	5	5	Always maintained loyalty and confidentiality
[04] Manage meetings, appointments, phone calls, email, post and other administration functions. Greet visitors and determine whether they should be given access to specific individuals.	Text			NA	NA	NA	4	NA	4	All meetings and appointments done promptly.
[05] Draft letters and other documentation independently and co-ordinate the flow of information both internally and externally.	Text			NA	NA	NA	NA	5	5	Drafted as per requirements
[06] Maintain bank accounts, prepare financial statements, generate cheques and other financial matters.	Text			NA	NA	NA	NA	5	5	Statements prepared and submitted to accounts for ITR filing
[07] Timely payment of all bills, salaries and maintain record of the same.	Text			NA	NA	NA	NA	5	5	All credit card bills paid on time to avoid late payments
[08] Prepare travel budget and upload the same in SAP after obtaining the necessary approvals and keep track of the same.	Text			NA	NA	NA	NA	5	5	Submitted the travel budgets on time.
[09] Manage filing and data retrieval system. Maintain electronic and hard copy filing system using designate protocol and ensure timely retrieval of documents.	Text			NA	NA	NA	NA	5	5	All files and data maintained systematically
[10] Attend necessary activities as per instructions from time to time.	Text			NA	NA	NA	4	NA	4	As per the assignments provided by the promoters