



PERFORMANCE MANAGEMENT

Name:		Last review date:	N/A	Current rate:	\$
Position:	Culinary	Review Cycle:	Annual	Date of Hire:	
Department:		Manager/Evaluator:		Date of current position:	
Division:		Review Form:	Culinary	Seniority Date:	
Property:					

RATING KEY

- | | |
|-----------------------|--|
| 5 Outstanding- | consistently exceeds job expectations and is recognized as a leader and role model |
| 4 Above Expectations- | consistently meets and occasionally exceeds job expectations |
| 3 Meets Expectations- | consistently meets job expectations |
| 2 Below Expectations- | occasionally fails to meet job expectations |
| 1 Unacceptable- | consistently fails to meet job expectations and a job performance improvement plan is required |

RESULTS

- Service Delivery** Demonstrates active and engaged service behaviors and attitudes, professional body language and appearance; greets all Associates. Consistently meets or exceeds established culinary standards for food preparation, sanitation, and ware washing. Adjusts and prioritizes work flow to accommodate business needs. Takes pride and ownership in all tasks. Provides service by anticipating, asking and acting. Effective team player by building internal Associate relations. Supports and responds to the server to ensure guest satisfaction and understands the "line of sight to the customer".
- Responsiveness** Demonstrates a sense of urgency and responds in a timely manner. Cooperates and fulfills special requests respectfully. Maintains high energy, positive attitude with the guest always in mind. Owns the request or complaint until it is resolved and guest's satisfaction is confirmed. Completes tasks with speed and efficiency. Demonstrates resourcefulness and a respectful attitude. Works proactively and anticipates what needs to be done by watching for cues, listening thoroughly and acting before being asked. Accommodates guest requests that occur just prior to opening and just after closing.
- Technical Skill** Excellent knowledge of basic cooking skills, menu, menu ingredients, kitchen equipment, tools, sanitation requirements and plate presentation. Uses NVHG's F&B tools including shift checklists, requisitions, portion control systems and recipe cards. Cooperates with others and other departments so that the operation runs smoothly. Demonstrates culinary creativity. Displays competency in areas in which training has taken place. Uses proper cleaning techniques and demonstrates proper care of equipment. Handles daily workload with minimum supervision. Uses appropriate equipment with appropriate task. Secures and locks up high value items, food, and tools.
- Safety Awareness** Actively participates in NVHG safety program and works in a safe and ergonomic manner. Operates all equipment in a safe and efficient manner. Is engaged and participates in all safety training. Utilizes all safety equipment provided. Cleans all spills immediately. Is committed to overall safety and attentive to potential hazards. Follows all procedures regarding health department codes, ServeSafe and emergency response procedures. Utilizes micro clean bucket in all appropriate areas at proper pH for utensils and tools. Promptly reports any unsafe conditions.
- Environmental Focus** All areas of the kitchen are clean, well maintained, sanitized and guarded against cross-contamination. Kitchen working area is well organized with all items properly labeled and stored in proper areas. Work area is well stocked and shift prep is completed daily. Reviews work area, tools and equipment daily in order to correct hazardous conditions. Needed repairs are identified and work orders are submitted and followed to completion.

RATING

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

To calculate scores add all Results scores, divide by five and enter in the Results box on page 3.

Manager's Comments

CULTURE

RATING

- | | |
|---|------------------|
| <p>1. Personal Arrives at work when scheduled. Accurately keeps track of hours worked through the timekeeping system. Is reliable and dependable. Demonstrates a strong commitment to the job and the Resort is a high priority in their life. Shows concern when objectives are not met. Maintains high standards. Speaks well of the Resort to friends and co-workers and shares concerns directly with leadership and refrains from complaining to co-workers. Follows the rules, uses good judgment, and does things the best way.</p> | <p>5 4 3 2 1</p> |
| <p>2. Interpersonal Team player. Always willing to help. A great listener and waits for people to finish speaking before speaking. Keeps co-workers and leadership informed and works to make things better. Adapts to last minute changes and always works to ensure our guests are well taken care of. Understands their line of sight to the customer and knows that if they are not serving a guest they are serving someone who is. Treats fellow Associates with dignity and acts with gratitude and humility.</p> | <p>5 4 3 2 1</p> |
| <p>3. Uniform, Grooming, and Appearance Understands that they are a key part of our guests' experience. Is always "on" when at work. Always wears appropriate uniform (including appropriate accessories and shoe color) that is well maintained and neatly pressed. Is well groomed and wears their nametag at all times.</p> | <p>5 4 3 2 1</p> |
| <p>4. Contributor Actively participates in departmental meetings, pre-shifts, daily line-ups and planning sessions. Advises leadership of ongoing and chronic issues (e.g., supplies, maintenance, equipment, process, systems, and quality). Always accompanies concerns with suggested solutions.</p> | <p>5 4 3 2 1</p> |
| <p>5. Personal Development Passionate. Inquisitive. Has a desire to learn everything there is to know about the resort attributes, experiences and local attractions. Maintains an ongoing dialogue with property leadership to discuss personal development opportunities. Knows what he/she is good at and where he/she needs to improve. Works well with leadership to develop a plan that coincides with their aspirations. Dedicated to continuous improvement.</p> | <p>5 4 3 2 1</p> |

To calculate scores add all Culture scores, divide by five and enter in the Culture box on page 3.

Manager's Comments

Name

Results / Culture Matrix



Overall Rating

Results:

Culture:

Overall:

Additional Comments

We would like to congratulate you on:

We would like you to focus on next year:

What can we do to help?

Associate Comments:

Associate Signature

Date

Manager Signature

Date

Senior Manager Signature

Date