



PERFORMANCE APPRAISAL FORM

Review Period : _____ to _____

Employee Name: _____

Job Title : _____ (BO/BM/RM)

State / Division : _____

Reviewer Name : _____

Instructions

The purpose of this performance appraisal is to encourage employee development.

It will be used to evaluate merit pay, opportunities for advancement (Promotion) and staff training and development.

It is important to consider the employee's level of demonstrated performance during the specified review period and how it relates to the definitions of performance ratings, as well as the degree of applicability to the job.

Definitions for performance Ratings and Importance to Job are provided below. In each case, select the performance rating that most closely describes the employee's performance.

If an employee earns a rating of Excellent, Needs Improvement, or Unsatisfactory, the comments section must be completed.

Definitions of Performance Rating

- **Excellent:** Performance consistently far exceeds normal job requirements.
- **Exceed Expectation:** Performance consistently exceeds normal job requirements.
- **Meets Expectations:** Performance meets job requirements.
- **Needs Improvement:** Performance does not meet job requirements; minor performance deficiencies
- **Unsatisfactory:** Performance fails to meet job requirements; major performance deficiencies.

PERFORMANCE FACTORS: (Tick the Relevant Box)

Factors	Excellent	Exceeds Expectations	Meets Expectations	Needs Improvement	Unsatisfactory
1. Professional Knowledge – Applies technical or professional competency <ul style="list-style-type: none"> ➤ Product Knowledge ➤ In cabin Performance ➤ RCPA ➤ POB ➤ Competitor Knowledge 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2. Productivity – Volume of work done in relation to the job performed. <ul style="list-style-type: none"> ➤ Work ➤ Productivity ➤ Growth ➤ Product Mix Sales – Percentage of achievement to the target (a) Major Brands <hr/> (b) Trust Brands <hr/> (c) Others Brands <hr/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3. Average total no of calls in Year – Quality of Work <ul style="list-style-type: none"> ➤ Call Average ➤ Coverage ➤ Missed Calls ➤ Reporting 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

4. Innovation / Creativity ➤ Birthday / Wedding Wishes ➤ Brand remainder ➤ CME Conduction ➤ Total calls of A+ ____ B+ ____ C+ ____ D+ ____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Written Communication – writes concise, Organized and clear communications that meet appropriate objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Oral Communications – Conveys ideas persuasively, either speaking ad hoc or in a prepared presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Dependability – Meets schedules consistently including deadlines and project requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Leadership – Guides a group or an individual towards task accomplishment. Effective in getting work accomplished through others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Customer service – Procedures and attitude (CRM – Utilization & Stockiest Relations Ship)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Team Building – Cooperates with and supports others within the department and in other departments; works effectively with others to achieve foundation goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Strengths and Areas for Development

(If more space is needed, please attach additional sheets.)

1. Identify employee's strengths in the work place. – 3 Strengths

2. Identify areas in which the employee could further develop performance. – 3 Points

3. Identify goals and objectives for performance and development during the next 12 months

Based on all previous measures of performance, the overall performance rating is:

- ☐ Excellent ☐ Exceeds Expectations ☐ Meets expectations ☐ Needs Improvement
- ☐ Unsatisfactory

Signatures

In signing this form, the employee acknowledges that this appraisal has been reviewed with him/her and understands the Evaluator expectation and comments.

☐ I do not agree with appraisal (attach explanation if desired)

Employee Signature: _____

Date: _____

Reviewer Signature: _____

Date: _____

EYSYS Official Signature (HR): _____