STOCKERS – FROZEN, DAIRY, GENERAL MERCHANDISE PERFORMANCE EVALUATION

Name_____ EVALUATION From_____ TO_____ DATE OF EVALUATION_____ STORE_____

Evaluate to what degree of performance the associate has demonstrated in each category. The following criteria will be used:

POOR:	NEEDS IMPROVEMENT:	GOOD:	VERY GOOD:	EXCELLENT:
Needs much improvement to meet expectations.	Needs slight improvement to meet minimum expectations.	Good competent Performance; meets expectations; the level of performance most often achieved.	Highly effective performance exceeds performance expectations.	Outstanding performance; far exceeds expectations.

1. ATTENDANCE: Consider the willingness to work schedule required, tardiness and absence record.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Often absent without good cause and reports for work late often.	Lax in attendance, occasionally late and often misreads schedule.	Usually present, on time and accepts work schedule.	Very prompt, regular attendance. Calls well in advance to report absence.	Always prompt, ready for work. Never absent. Willing to work on short notice.

2. PERSONAL PRESENTATION: Consider the impression the associate makes on others. Compare to dress code as described in handbook.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Very untidy, sloppy, poor presentation.	Sometimes untidy and careless about appearance and presentation.	Generally neat, well groomed. Follows dress code. Good presentation.	Evidence of care in dress, good taste. Quite pleasant. An example for others.	Usually well groomed, very neat and clean. Exceptional presentation.

3. KNOWLEDGE OF JOB DUTIES: Consider present job knowledge and other work closely related to it and work in other departments.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Does not know enough about the job to make a contribution to the company. Makes many errors.	Just enough knowledge to get by. Must be supervised. Lacks concentration.	Requires only occasional supervision. Definitely a satisfactory grasp of the job.	Knows the job well enough to be left completely independent. Well versed and capable in all areas.	Thorough knowledge of overall job and virtually every detail. Notices and does extras.

4. TREATMENT OF CUSTOMERS: Consider the attention the associate gives customers. Is the individual sincerely interested in providing service to them.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Blunt, discourteous, indifferent. Shows no interest.	Temperamental, sometimes tactless. Varies with the mood.	Agreeable, pleasant, helpful to customers, generally friendly.	Very cooperative, smiles on eye contact, projects warmth. Satisfies customers needs.	Inspiring to others in courtesy. Very pleasant, very friendly. Recognizes customers in need.

5. HOUSEKEEPING: Consider shelf conditions; backstock area, work area and handling of damage and cardboard properly.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Gives no consideration to sanitation. Work very sloppy. Does not clean up after self.	Lax in this area. Needs supervision constantly. No care for equipment.	Follows all guidelines. Areas are usually neat, clean and orderly.	Extra care is exercised in sanitation and appearance. Takes action in areas that need attention.	Exceptionally neat, clean and orderly. Work areas always in tip-top condition.

6. STOCKING THE SHELVES: Consider cases processed, rotation, displays, and the condition of the shelves.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Production is very slow. Does not follow company stocking procedures.	Production varies up and down. Does not rotate properly. Stocking standards not always followed.	Works at a steady pace. Meets expectations.	Production is higher than average. An asset to the company.	Exceptional performance. Always performs more than required. An example for all.

7. CASE CUTTING: Consider the amount of product damage and care taken in cutter usage.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Careless in cutter usage. Excessive damage.	More damage than is acceptable. Needs daily supervision.	Safe cutter pace. Uses proper cutting technique.	No damage. A conscious effort is being made.	Never any damage. Extreme care is exercised at all times.

8. PRICE MARKING: Consider accuracy, legibility, and price change procedure.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Many illegible and wrong prices. Not following price change procedures.	Inaccurate and poor legibility caused by carelessness. Needs supervision.	Meets expectations. A conscious effort is being made.	No mistakes. Follows procedures extremely well.	Outstanding performer. A person you can always count on to get the job done correctly.

9. COOPERATION AND TEAMWORK: Consider work with other associates and ability to follow company policies.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Fails to cooperate, unwilling to work with others. Does not follow instructions.	Must be asked to assist others. Must be reminded of policies.	Works well with everyone. Cooperates and follows policy.	Volunteers to work with others. Wants to learn new things.	Can be counted on to assist others without being told. Outstanding follow-through.

10. PRODUCT RECEIVING: Consider unloading and proper checking of all deliveries promptly and accurately.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Requires constant supervision. Slow unloading and many errors in checking of products.	Does not meet expectations, but is improving. Needs to work on accuracy.	Loads are received in an orderly fashion. Check-in is usually accurate.	Deliveries are unloaded and checked accurately with little supervision. Above average.	Loads are received aand checked very fast, 100% accuracy on check-in and check-out procedure.

GENERAL EVALUATION

Consider length of time on the job and the associates overall performance as compared to company standards.

☐ Poor ☐Needs Improvement ☐Good ☐Very Good ☐Excellent

	YES	NO	COMMENTS
Has progress been made since last rating?			
Capable of future advancement?			
Satisfactory in present position?			

Your areas of strength are:	Your areas for improvement are:

To use your strengths more effectively our plan is:	Our plan of action for improvement is:

Associate Comments:	Evaluator Comments:

☐ We have reviewed the current OSHA Right to know law. Other _____

_____

Signature of Associate Date	Signatuer of Evaluator Date