CASHIER 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. Example for others.	Usually well groomed, very neat and clean. Exceptional presentation.

3. KNOWLEDGE OF JOB DUTIES: Consider present job knowledge of front-end duties and other departments as trained.

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. ACCURACY: Consider efficiency in ringing sales by department and cash accountability.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Careless work. Many errors in department registration. Cash seldom balances.	Does not consistently meet standards. More than occasional mistakes.	Few errors. Cash balances most of the time. Quality of work is dependable.	Consistently better quality than most. Cash balances daily. Few errors.	Exceptional accuracy and quality of work. Can be used as an example.

6. HOUSEKEEPING: Consider the orderliness and cleanliness of the checkout area, and any work in other departments.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Very disorganized. Checkstand and floor usually dirty.	Needs some direction to maintain minimum standards.	Keeps floor and checkout area neat, clean, and orderly. Meets expectations.	Quite conscious of neatness and cleanliness. Takes action in areas that need attention	Never has to be reminded. Everything is neat, clean, and orderly.

7. OTHER DUTIES: Consider the performance of those things not related in processing the order as assigned.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Needs constant supervision. Rarely completes an assignment satisfactorily.	Needs supervision and completes assignments at minimum standards.	Gets the task done. Quality and quantity meet expectations.	Will perform other tasks without being told. Quality is usually high.	Performs other tasks quickly, efficiently, and without being told.

8. SECURITY: Consider check cashing procedures and cash drawer pick-ups.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Does not obtain all information on checks. Maintains too much money in cash drawer.	Follows check cashing procedures most of the time. Needs to be told to have a pick-up.	Follows check cashing procedures and has pick-ups made regularly.	Will always have correct information on checks. Does not have to be told to get a pick-up.	Almost never takes a bad check. Uses good judgment in security procedures

9. COOPERATION AND TEAMWORK:Consider the ability to work with fellow associates, management and 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 always be counted on to assist others without being told. Outstanding follow-through

10. AMOUNT OF WORK ACCOMPLISHED: Consider scans per minute or dollars per hour and promptness of effort.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Far below minimum standards. Does a small amount of work and wastes time.	Below average in rings and tries to avoid running the register whenever possible.	Works at a steady pace and meets expectations.	Output is higher than average and reacts without being told.	Exceptionally fast worker. Always contributes more than expected with 110% effort.

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