GENERAL 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.

Leave blank if not applicable

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 the orderliness of how the individual keeps their work area, floor space and displays.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Very disorderly, dirty and untidy.	Below average attention to this area. Needs supervision constantly.	Keeps areas fairly well in order, clean and neat. Requires some supervision.	Quite conscientious about neatness and cleanliness.	Unusually neat, clean and orderly. Never has to be reminded.

6. FOLLOW-THROUGH: Consider the amount of supervision necessary for completion of assigned work.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Unreliable, wastes time, cannot be counted on.	Marginal associate. Not ready to work without supervision, only works where has to.	Requires little supervision. Reliable. Asks for clarification if needed.	Almost never a source of concern. Gets job done on time as agreed.	Always working conscientiously, completely reliable and dependable.

7. ACCURACY AND THOROUGHNESS OF WORK: Consider the neatness, accuracy, and general efficiency of work.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Careless work. Work has to be checked constantly.	More than occasional mistakes. Does not consistently meet standards.	Few errors. Work only occasionally has to be corrected. Dependable quality.	Consistently better quality than most. An asset to the company.	Exceptional workmanship. Accuracy & general quality can be used as example for others.

8. ORGANIZATION OF WORK: Consider associate's overall work habits and organizing their time to meet job responsibilities.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Poor organizer. Much confusion and waste of time through poor work habits.	Below average organizer. Wastes time and effort through inefficient work habits.	A satisfactory organizer. Attempts to establish good work habits for efficient use of time.	A good organizer. Usually uses time and efforts to good advantage.	An excellent organizer. Always works for the utmost speed and accuracy.

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 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. AMOUNT OF WORK ACCOMPLISHED: Consider the amount of work turned out and the promptness with which it is completed.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Far below minimum standards. Does small amount of work and wastes time.	Below average output. Work interest and pace up and down.	Average amount of work completed. Works at a steady pace.	Constantly produces more than most.	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