SERVICE CLERK 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 on front-end duties and work in 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. HOUSEKEEPING: Consider orderliness and cleanliness of front-end, bottle storage, and bag storage.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Very disorderly. Waits for someone else to clean.	Needs constant supervision. Has to be told repeatedly to clean and straighten.	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. BAGGING THE ORDER: Consider speed, efficiency, number of customer complaints, and proper bag selection.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Very slow. Many customer complaints. Does not use proper bag size.	Slow, product is in the bag but not neat. Some customer complaints..	Very few mistakes or customer complaints. Average speed. Uses correct bag size. Thanks customers.	Exceeds expectations. Always moving where needed.	Outstanding in speed and efficiency. Never any complaints.

7. CARRY OUT: Consider courtesy, friendliness, speed of the service, and loading accuracy.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Reluctantly takes carry outs. Very slow and not very friendly to the customer.	Takes carry outs only when directed. Little enthusiasm for the job.	Does an accurate job. Friendly and courteous to almost everyone. Thanks the customer.	Enjoys working for the customer. Needs little supervision.	Always prompt. Never has to be told. Exceptional in courtesy and friendliness.

8. COOPERATION AND TEAMWORK: Consider work with other associates, management and fellow associates.

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. Will always assist whenever possible.	First to volunteer. Always cooperates with associates and management.	Works exceptionally well with others. Follows all policies and procedures to the letter.

9. OTHER DUTIES: Consider those things performed while not bagging. Cart retrievel, return product to shelf, etc.

POOR	NEEDS IMPROVEMENT	GOOD	VERY GOOD	EXCELLENT
Needs constant supervision. Will do nothing unless told.	Below average output. Will make mistakes. Needs supervision.	Does everything assigned with little direction. Dependable quality.	Performs other duties without being told. Quality and dependability very good.	Exceptional performer in any area. Always does more than expected.

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