EMPLOYEE REVIEW FORM

Employee Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Evaluation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Evaluator\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

GRADING SCALE

Please use the table below to grade the employee on the key criteria for their position.

On a scale of 1-4, how would you grade the employee’s ability to perform the key duties of their role.

| **Rating** | **Meaning** |
| --- | --- |
| 4 | Employee demonstrates outstanding performance |
| 3 | Employee’s performance regularly exceeds expectations |
| 2 | Employee meets expectations |
| 1 | Employee needs improvement |

**STOREFRONT EMPLOYEES**

| **Customer Experience** | **Grade (1-4)** |
| --- | --- |
| The employee has welcoming body language when interacting with customers |  |
| The employee has a friendly tone when communicating with customers |  |
| The employee is accurate when advising/ explaining products and services to customers |  |
| The employee strives to educate customers |  |
| The employee provides good product recommendations to customers |  |
| The employee makes an effort to inform customers about the membership program |  |
| The employee handles customer complaints when reasonable, and informs management about incidents |  |
| The employee provides fast and efficient service to customers |  |
| The employee briefs new customers on relevant information about the store |  |

| **In-Store Duties** | **Grade (1-4)** |
| --- | --- |
| The employee completes daily duties (e.g. garbage, cleaning etc.) |  |
| The employee notifies management of returned products |  |
| The employee follows all regulations |  |
| The employee performs duties as assigned and completes tasks as set out in their job requirements |  |
| The employee uses the time clock properly, clocking in at the beginning of a shift and clocking out at the end |  |

| **Teamwork Duties** | **Grade (1-4)** |
| --- | --- |
| The employee provides assistance to coworkers as necessary, and is generally helpful to coworkers |  |
| The employee seeks guidance and assistance as needed |  |

| **Initiative** | **Grade (1-4)** |
| --- | --- |
| The employee uses critical thinking when approaching a problem in order to solve it themselves when reasonable |  |
| The employee utilises all tools made available to them in the course of their duties |  |

| **Product Knowledge** | **Grade (1-4)** |
| --- | --- |
| The employee has sufficient knowledge of products and services provided |  |
| The employee strives to gain information about new and existing products to further their knowledge |  |
| The employee has attended all meetings and required training |  |

| **Additional Comments** | |
| --- | --- |
| Please provide any suggestions for how we can make you more successful in your role: | |
| Please provide any feedback or comments: | |

**SUPERVISORS**

| **Customer Experience** | **Grade (1-4)** |
| --- | --- |
| The employee has welcoming body language when interacting with customers |  |
| The employee has a friendly tone when communicating with customers |  |
| The employee is accurate when advising explaining products and services to customers |  |
| The employee strives to educate customers |  |
| The employee provides good product recommendations to customers |  |
| The employee makes an effort to inform customers about the membership program |  |
| The employee handles customer complaints when reasonable, and informs management about incidents |  |
| The employee provides fast and efficient sales to customers |  |
| The employee briefs new customers on relevant information about the store |  |

| **In-Store Duties** | **Grade (1-4)** |
| --- | --- |
| The employee completes daily duties (e.g. garbage, cleaning etc.) |  |
| The employee notifies management of returned products |  |
| The employee follows all regulations |  |
| The employee performs duties as assigned and completes tasks as set out in their job requirements |  |
| The employee uses the time clock properly, clocking in at the beginning of a shift and clocking out at the end |  |

| **Teamwork Duties** | **Grade (1-4)** |
| --- | --- |
| The employee provides assistance to coworkers as necessary, and is generally helpful to coworkers |  |
| The employee seeks guidance and assistance as needed |  |

| **Initiative** | **Grade (1-4)** |
| --- | --- |
| The employee uses critical thinking when approaching a problem in order to solve it themselves when reasonable |  |
| The employee utilises all tools made available to them in the course of their duties |  |

| **Product Knowledge** | **Grade (1-4)** |
| --- | --- |
| The employee has sufficient knowledge of products and services provided |  |
| The employee strives to gain information about new and existing products to further their knowledge |  |
| The employee has attended all required meetings as well as all required training |  |

| **Additional Comments:** |
| --- |
| How smoothly is the store operating? |
| Are any employees performing exceptionally well? |
| Are any employees performing below expectations? Explain. |
| Are there any additional supports we can provide to assist you? |
| Notes |

**MANAGERS AND SUPERVISORS (QUARTERLY CHECK-IN)**

| **Reflect on the past:** |
| --- |
| What were the highlights of last quarter? |
| What did not go well last quarter? |
| **Set some goals:** |
| How can you make the next 60-90 days be more successful? |
| What support is needed to achieve these goals? |
| How will progress be tracked on these goals? |
| What steps can be taken to attain these goals? |
| **Future goals:** |
| What are your goals for the next quarter? |
| How do your goals align with the team goals? |