

# Training Review Report

Review for Week Number \_\_\_\_\_ Training Report Number \_\_\_\_\_ Trainer: \_\_\_\_\_

Employee Name: \_\_\_\_\_ Start Date: \_\_\_\_\_ Review Date: \_\_\_\_\_

Current Position on Team: \_\_\_\_\_ How Long in this Position: \_\_\_\_\_

SECTION A - TECHNICAL HABITS	RATING	SCORE	SECTION B - BEHAVIORAL HABITS	RATING	SCORE															
1. Adherence to "Top to Bottom - Back to Front, Left to Right"			1. Dependability <i>"Early, rather than late."</i>																	
2. <i>Always</i> wears the apron and keeps it properly equipped			2. Reliability <i>"Ready to go, not a No Show."</i>																	
3. Glass Cleaner Spray Bottle in Left Apron Loop - All Purpose Cleaner in the Right Apron Loop			3. Disposition <i>"Calm and bright, not moody and grumpy."</i>																	
4. Never leaves spray bottles or apron tools on the counter; always places them back in the apron			4. Response <i>"Careful, thoughtful and thorough."</i>																	
5. "One Trip Around the Room" "Don't Retrace Your Steps"			5. Integrity <i>"Stealing even a Coke is a big 'nope'."</i>																	
6. "Work Smarter - Not Harder"			6. Loyalty <i>"Committed to work habits, job, company, team members, clients &amp; self."</i>																	
7. "Work Safely - Avoid Accidents"			7. Quality Conscious <i>"About doing the right thing, and doing the thing right."</i>																	
8. Think EFFICIENCY - Not Speed Work EFFICIENTLY - Not Faster			8. Pride of Work <i>"About being the very best at the job, no matter what the job."</i>																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Current Status</th> <th style="width: 10%;">Rating</th> <th style="width: 10%;">Score</th> </tr> </thead> <tbody> <tr> <td>Mastered Habit</td> <td style="text-align: center;">+</td> <td style="text-align: center;">+ 5</td> </tr> <tr> <td>Satisfactory Habit</td> <td style="text-align: center;">/</td> <td style="text-align: center;">+ 2</td> </tr> <tr> <td>Needs Improvement</td> <td style="text-align: center;">-</td> <td style="text-align: center;">- 5</td> </tr> <tr> <td>Unsatisfactory Habit</td> <td style="text-align: center;">X</td> <td style="text-align: center;">- 10</td> </tr> </tbody> </table>	Current Status	Rating	Score	Mastered Habit	+	+ 5	Satisfactory Habit	/	+ 2	Needs Improvement	-	- 5	Unsatisfactory Habit	X	- 10			9. Good Team Player <i>"Understands that teamwork is key to efficiency &amp; effectiveness."</i>		
Current Status	Rating	Score																		
Mastered Habit	+	+ 5																		
Satisfactory Habit	/	+ 2																		
Needs Improvement	-	- 5																		
Unsatisfactory Habit	X	- 10																		
			10. Dedicated <i>"Always ready, willing and able to go the extra mile."</i>																	
<b>TECHNICAL HABITS TOTAL SCORE</b>			<b>BEHAVIORAL HABITS TOTAL SCORE</b>																	

Perfect Score on Technical Habits = 40 Points  
 Good Score on Technical Habits = 28+ Points  
 Minimum Acceptable Technical Habits Score = 16 Points

Perfect Score on Behavioral Habits = 50 Points  
 Good Score on Behavioral Habits = 35+ Points  
 Minimum Acceptable Behavioral Habits Score = 20 Points

Form # HR 12-95

Signed as follows: MASTERED = "+" / SATISFACTORY = "/" / NEEDS IMPROVEMENT = "-" / UNSATISFACTORY = "X"

SUBJECT MATTER	Rating	Score
<b>SECTION C - VACUUM CLEANER USE, CARE AND MAINTENANCE</b>		
The vacuum cleaner and its tools		
Proper carrying and vehicle storage/transportation procedures		
Bag removal and replacement procedures		
Checking for maximum continuous suction		
Avoiding accidents with the vacuum		
Minimizing wear and tear		
Preventative maintenance procedures		
Troubleshooting and repair		
TOTAL SCORE THIS SECTION		
SCORING LEVEL SECTION C:                      Perfect = 40                      Good = 28+                      Minimal = 12 (with no "X's")		
SECTION C COMMENTS:		
<b>SECTION D - CLEANING PRODUCTS</b>		
The chemical cleaning products we use		
Chemical products we avoid using, or use sparingly		
Understanding the MSDS sheets		
Proper dilution and mixing of concentrated products		
Products which are used undiluted/straight from the container		
The purpose and use of each product		
TOTAL SCORE THIS SECTION		
SCORING LEVEL SECTION D:                      Perfect = 30                      Good = 21+                      Minimal = 12 (with no "X's")		
SECTION D COMMENTS:		
<b>SECTION E - TOOLS &amp; EQUIPMENT</b>		
Organization and use of cleaning supplies		
Organization of tray carts		
Gloves - when to use them		
Back brace & Knee pads - when to use them		
Proper dusting techniques		
Efficient use and care of professional tools, equipment and supplies		
TOTAL SCORE THIS SECTION		
SCORING LEVEL SECTION E:                      Perfect = 30                      Good = 21+                      Minimal = 12 (with no "X's")		
SECTION E COMMENTS:		

SUBJECT MATTER	Rating	Score
<b>SECTION F - CLEANING THE BATHROOM</b>		
Sink		
Tub		
Toilet		
Shower walls		
Shower doors (inside and out) and runners		
Mirrors		
Vanity/medicine cabinets		
Floors		
		TOTAL SCORE THIS SECTION
SCORING LEVEL SECTION F:                      Perfect = 40                      Good = 28 +                      Minimal = 12 (with no "X's")		
SECTION F COMMENTS:		
<b>SECTION G - KITCHEN</b>		
Cupboards, counter tops and fingerprints		
Sink and counter top problems		
Refrigerator (inside and outside)		
Stove top and front		
Toaster, toaster oven, can opener, microwave		
The floor		
		TOTAL SCORE THIS SECTION
SCORING LEVEL SECTION G:                      Perfect = 30                      Good = 21 +                      Minimal = 12 (with no "X's")		
SECTION G COMMENTS:		
<b>SECTION H - DUSTING, POLISHING AND VACUUMING</b>		
Mopping cleaning cloths		
Cupboards, fingerprints, counter tops and wall units		
Pictures, mirrors, glass and mirrors		
Polishing/dusting tables Book shelves, wall units, and cabinets		
TV, VCR, stereo and computer equipment		
Drapes, window frames and mini-blinds		
Vacuuming floors, furniture, stairs and throw rugs		
		TOTAL SCORE THIS SECTION
SCORING LEVEL SECTION H:                      Perfect = 35                      Good = 24 +                      Minimal = 14 (with no "X's")		
SECTION H COMMENTS:		

**SECTION I - SPECIAL ASSIGNMENTS**

First-time and one-time cleanings - Mastering the difference

Cleaning inside the oven and refrigerator

Window cleaning

Cleaning chandeliers

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION I

:Perfect = 20

Good = 14 +

Minimal = 8 (with no "X's")

SECTION I COMMENTS:

Summary Comments:

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Action Plan:

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Employee's Comments:

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Employee's Signature: \_\_\_\_\_ Supervisor's Signature: \_\_\_\_\_

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## TRAINING REVIEW REPORT RATING GUIDE

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**+ Means: *The desired Habit or Skill has been "MASTERED"***

ITEM SHOULD BE GIVEN THIS RATING IF **ALL** OF THE FOLLOWING APPLY TO THE SUBJECT BEING RATED:

The employee expertly fulfills the job function for the subject being rated; is very knowledgeable on the subject, and/or his/her behavioral habits being rated are perfect. He/she has MASTERED the habit or skill being rated, and can be depended on to perform the particular task being rated expertly without supervision. No training or redirection needed to correct a problem on the subject being rated. The skill/habit being rated makes this person a *great* asset to the team.

**/ Means: *The desired Habit or Skill is at a "SATISFACTORY" (Meets Job Requirements) Level of Performance***

ITEM SHOULD BE GIVEN THIS RATING IF **ALL** OF THE FOLLOWING APPLY TO THE SUBJECT BEING RATED: Not "Perfect" but the trainee knows *What, Why* and *How* with respect to the skill/job knowledge being rated, or has acceptable, i.e. perfect, behavioral habits on the subject being rated. Is either performing up to expectations or is making satisfactory progress. Can generally be depended on to perform function or work habit being rated without constant supervision or redirection. Trainee knows and exhibits the correct behavior/procedure, or is making good progress in improving in this area.

**- Means: *Improvement is Needed. Weak in this Area***

ITEM SHOULD BE GIVEN THIS RATING IF **ANY** OF THE FOLLOWING APPLY TO THE SUBJECT BEING RATED: Does not know enough in this area of the job, or is weak in the behavioral habit being rated. Does not exhibit the skill or technical habit being rated. Needs constant supervision. Retraining or redirection required on the subject. Behavioral habits may result in negative impact on the team. Technical Habits may have a negative impact on the quality of the job. Not making improvement from past Training Review Report. Work habits may have negative effect on the safety of trainee and/or fellow team members. "Questionable Integrity," with respect to truthfulness or honesty.

**X Means: *Unsatisfactory Performance or Progress***

ITEM SHOULD BE GIVEN THIS RATING IF **ANY** OF THE FOLLOWING APPLY TO THE SUBJECT BEING RATED: Not responding to retraining or redirection. Has bad attitude with respect to subject. Poor skill or habit detracting from the efficiency or morale of the team. Work Habits being reported on is a safety hazard for trainee and/or fellow team workers. Insistence on "doing it my way" in spite of prior redirection on subject. Completely inept, seemingly unable or unwilling to learn the right way. Known and verifiable untruthfulness or dishonesty with respect to job-related matters. Adeptness of this individual obviously a poor fit for the item being rated. Little chance of improvement on the subject.