

Team Member Performance Review

Purpose of Review: 3 months / 6 months / Annual / Other _____

Employee Name: _____ Date: _____

PROFESSIONAL CRITERIA		BELOW JOB REQUIREMENTS	ACHIEVED JOB REQUIREMENTS	EXCEEDED JOB REQUIREMENTS		INSERT SCORE
		Performance was below in one or more important areas and immediate improvement is required.	Performance met job requirements in all important areas with extra effort evident in one or more areas.	Performance exceeded requirements of the job in several areas.	Performance exceeded requirements of the job in all major areas and beyond job requirements.	(0-3)
		0	1	2	3	
KNOWLEDGE	Knowledge of cleaning skills, procedures, methods, equipment and materials required to do the job.	Inadequate. Understanding skills, procedures and methods is insufficient.	Understands and effectively completes routine. Needs little additional training.	Well informed. Completely understands all aspects of cleaning system.	Sufficient knowledge to effectively instruct others on our cleaning system.	
PRODUCTIVITY	The overall efficiency of the manner in which the employee gets the job done over long periods of time. Amount of work produced on an hourly/daily basis.	Works at extremely slow pace. Inhibits team's hourly efficiency. Needs constant follow up.	Works at steady pace. Works in harmony with respect to team's efficiency and effectiveness.	Works at a pace intended to be very efficient and effective. Tends to carry through by example.	Outstanding performer. Extremely high hourly efficiency ratio. Above average daily output.	
QUALITY	The accuracy and thoroughness of the employee's work. Consider level of complaints about workmanship from both clients and team members.	Slipshod work. Responds to client complaints and/or team complaints from team members.	Meets quality standards. Responds to few client/team member complaints.	Consistently high quality standards. Can be relied on to generate very few complaints.	Highest level of quality work performed extremely efficiently. Positive impact on team QC.	
INITIATIVE	The degree to which the employee is a self-starter, ability to work with minimum supervision, takes initiative in improving job skills.	Shows little initiative. Never volunteers. Must be constantly told to do everything.	Shows initiative in solving non-volunteered job-related issues. Employee.	Wants to master all facets of the job. Takes initiative to perform at peak efficiency. Self-starter.	Goes above and beyond what is asked or expected in order to build client satisfaction and trust.	
COOPERATION	The effectiveness of the employee in contributing to team efficiency/ability to cohesively work with fellow team members, team leader, office personnel and clients.	Frequently hostile with other team members/clients. Unacceptable behavior.	Generally cooperative. Usually accepts suggestions and direction graciously. Acceptable relations with fellow team members/clients.	Very cooperative. Is a very good "team player." Considerate of others. Can be counted on to help out as needed.	Always works effectively with others. Has above average insight with respect to team/client relation matters. Wants to help others.	
DEPENDABILITY	Consider how the employee can be relied upon to be available for work and also relied on to perform properly.	Frequently undependable. Fails to complete routine tasks. Unwilling to adapt to our methods.	Dependable. Can be relied on to satisfactorily complete assigned tasks. Needs normal supervision.	Very dependable and persistent, even under difficult circumstances. Needs little supervision.	Highly motivated and trustworthy. Can be counted on to perform at highest level without supervision.	
ORDERLINESS	The employee's organizational skills, including orderly maintenance of cleaning supplies, equipment, paperwork, and performance of everyday routines.	Organization tends to result in high level of lost time and inefficiency.	Is sufficiently organized so as to efficiently perform the job and not result in lost time for the team.	Highly organized and efficient worker.	Exceptionally organized in carrying out job responsibilities. Fantastic example to other employees.	
ATTENDANCE	Consider the employee's attendance and on-time performance record.	Unacceptable attendance. Frequent lateness or absences. Consideration of the impact on fellow workers and clients.	Occasionally absent or tardy. Usually reports absence or tardiness with adequate advance notice.	Seldom absent or tardy. Always reports absence or tardiness with plenty of advance notice. Understands impact on others.	Excellent attendance record. Can always be counted on to show up for work without fail, and to show up on time.	
<i>Form # HR 19-95</i>						TOTAL POINTS

RATING DETERMINATION:

- Exceeded Job Requirements in all major areas
22 - 24 Points
- Exceeded Job Requirements in several important areas
14 - 21 Points
- Achieved Job Requirements
8 - 13 Points
- Below Job Requirements
0 - 7 Points

<p>STRENGTHS AND DEVELOPMENT NEEDS:</p> <p>Cite outstanding accomplishments and describe employee's strong points.</p>	<p>WORK PLAN FOR COMING REVIEW PERIOD: (If appropriate)</p> <p>List objectives to be met by the employee in the coming review period. State results or standards of performance and target dates mutually agreed upon.</p>	<p>EMPLOYEE COMMENTS:</p>
<p>Describe areas where improvement and/or more training are required.</p>	<p>Describe the action plan which will be used to achieve the objectives listed above (including what assistance will be provided to employee and by whom).</p>	

SAMPLE

EMPLOYEE'S SIGNATURE _____

(NOTE: Employee's signature does not imply agreement with rating of Performance Review)

DATE: _____

TEAM LEADER'S SIGNATURE: _____

DATE: _____

OWNER'S ACKNOWLEDGMENT: _____

DATE: _____