

Team Leader Performance Review

Purpose of Review: 3 months 6 months Annual Other _____

Employee Name: _____ Date: _____

PROFESSIONAL CRITERIA		BELOW JOB REQUIREMENTS	ACHIEVED JOB REQUIREMENTS	EXCEEDED 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	1	2	3	(0-3)
KNOWLEDGE	Knowledge of cleaning skills, procedures, methods, equipment and materials required to effectively train and supervise other team members.	Inadequate. Methods are not being effectively communicated to or used by team.	Sufficiently trained to provide adequate supervision using the system.	Well informed. Capable of answering any task-related question team member.	Knows the answer to virtually any employee or client job-related matter.	
PRODUCTIVITY	Rated on the overall efficiency of the manner in which the team gets the job done. Amount of work produced by the team on an hourly/daily/weekly basis.	Team works at extremely slow pace. TL sets poor example of efficiency. Lack of concern.	Team works at a steady pace. TL sets a good example, setting a pace for other team members.	Has the ability to be very efficient. Sees that everyone is on weight.	Outstanding performer. Extremely high hourly team efficiency ratio. High pride in team efficiency level.	
QUALITY	The accuracy and thoroughness of the team's work. Consider level of complaints about workmanship from clients.	This TL's team receives many complaints. Inadequate work results in high client dissatisfaction and complaints.	Satisfactory quality of work. Client complaints about team is less than 5%. "People love the cleans."	Team seldom gets complaints. Majority of team's clients keep inviting us back.	Minimal complaints, low client attrition, no revisit free cleans. High praise from team's clients.	
INITIATIVE	The degree to which the TL is a self-starter, ability to work with minimum company supervision, takes initiative in improving job and leadership skills.	Shows little initiative. Needs to be constantly told what to do. Bad example to other team members.	Shows initiative in solving non-routine job-related issues. Leads team leader.	Wants to master all facets of the job. Leads team to perform at peak efficiency. Self-starter.	Goes above and beyond what is asked or expected in order to build co-worker and client satisfaction.	
COOPERATION	The effectiveness of the TL in contributing to team cohesiveness and efficiency. How well he/she gets along with fellow team members, office personnel, franchise owner and clients.	Frequently uncooperative or hostile with other team members, office personnel, clients, and franchise owner.	Generally cooperative. Usually accepts suggestions and direction graciously. Good working relations with fellow team members/clients.	Very cooperative. Is a very good "team player." Considerate of others. Can be counted on to set example and 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 TL can be relied upon to be available for work and also relied on to lead and perform own work properly.	Frequently undependable. Fails to follow through on assigned tasks. Poor quality control and other assignments.	Dependable. Can be relied on to satisfactorily complete assigned tasks. Needs minimal company supervision.	Very dependable and persistent, even under difficult circumstances. Acts with the company's best interest at heart.	Highly motivated and trustworthy. Can be counted on to perform at highest level of dependability. Always gets the job done.	
ORDERLINESS	The TL's organizational skills, including the maintenance of cleaning supplies, equipment, paperwork, and performance of everyday routine tasks.	Disorganized. Tends to result in high cost, lost time and inefficient team.	Is sufficiently organized so as to efficiently perform the job and not result in lost time for the team.	Highly organized and efficient worker and team leader.	Exceptionally organized in carrying out job/leadership responsibilities. Fantastic example to other employees.	
ATTENDANCE	Consider the TL's attendance and on-time performance record.	Unacceptable attendance. Frequent lateness or absences. No consideration for the impact on co-workers, company or 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.	
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

STRENGTHS AND DEVELOPMENT NEEDS:	WORK PLAN FOR COMING REVIEW PERIOD: (If appropriate)	EMPLOYEE COMMENTS:
<p>Cite outstanding accomplishments and describe employee's strong points.</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>Describe areas where improvement and/or more training is required.</p>	<p>Describe the actions which will be taken to achieve the objectives listed above, including what assistance will be provided to employee (and to whom).</p>	

SAMPLE

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

DATE: _____

SUPERVISOR/MANAGER'S SIGNATURE: _____
 (If applicable)

DATE: _____

OWNER'S SIGNATURE: _____

DATE: _____

SAMPLE