

**OVERALL EVALUATION**

Consider all you know about the employee's job performance.

Then use the following scale to evaluate the overall proficiency of the employee in meeting performance expectations. Check the level that best describes the employee's overall performance.

- Exceptional: Consistently exceeds the performance standards for the job. Requires little or no supervision; is sought out as an expert for troubleshooting problems or for training purposes; handles routine and unexpected jobs equally well; extends help to other parts of the hotel.
Highly successful: Usually exceeds the performance standards for the job; handles expected and much of the unexpected well with very limited supervision; is knowledgeable and skillful about their duties and can teach others; takes personal responsibility for continual skill enhancement.
Successful: Satisfactorily meets the performance standards for the job. handles expected and some of the unexpected well and does so with a normal degree of supervision; has knowledge in area and can teach fundamentals to others; can continue to develop with additional coaching, advanced training or experience.
Needs Improvement: Performance does not consistently meet the performance standards for the job; demonstrates some performance deficiencies or inconsistencies; can improve with additional basic training, coaching or experience.
Unacceptable: Performance is clearly deficient and improvement has not been noted; improvement is required; additional follow-up will be needed.
Not Applicable: To early to evaluate; unable to evaluate.

**GENERAL INSTRUCTIONS**

Please complete all sections of this evaluation form that apply to the employee's position. Fill in the General Information section first, then evaluate the employee on each job function as described in each performance standard. If you are unable to evaluate any aspect of the employee's performance at this time, leave that part blank. The employee's performance, discuss your rating with the employee. record any development plans that are appropriate and obtain the necessary acknowledgement signatures.

**PERFORMANCE STANDARDS**

Please mark all statements below which accurately describe the typical performance of the employee on a day-to-day basis. Count and record the total number of marks for each performance standard.

**Guest Satisfaction**

- Greets and smiles at guests
Greets regular guests by name
Processes guest arrivals and departures accurately and efficiently
Speaks or acknowledge guests waiting for service
Explains the hotel's special amenities to guests
Stays calm when guests become upset
Never sounds rushed or too busy for guests
Anticipates guests' needs for special service or attention
Considers guest preference when making room assignment
Answers the telephone without delay
Gives accurate directions to the guest
Tactfully explains hotel policies to guests
Remains patient even with the most demanding guest
Never displays anger in front of guests
Initiates polite conversation with guests

**DEVELOPMENT PLAN**

If the employee's performance is either "needs improvement" or "unacceptable," a development plan is required; otherwise it is optional. The plan should include activities and training programs, as well as expected completion dates and methods for evaluating the improved or new skills.

Blank lines for writing a development plan.

Acknowledge of Probation/Year End discussion:

Employee Signature

Supervisor Signature

General Manager's Signature

**PERFORMANCE PLANNING AND EVALUATION**

**GUEST SERVICE REPRESENTATIVE**

**JOB SUMMARY**

A Guest Service Representative is responsible for attending to the needs of guests, especially during check-in/check-out. Essential job functions include: providing information to guests about hotel policies, services and amenities; responding to request from guests for assistance and information; providing information to guests about local areas (e.g. directions, places to eat, etc); selling rooms to "walk-in" customers; entering/changing reservation information on the computer; posting charges to guest accounts; explaining charges which appear on guest accounts; processing payments from guests; making necessary corrections to guest accounts per hotel policy; informing housekeeping department about room status/availability; listening for and responding to guest complaints; operating hotel switchboard or PBX; taking messages for guests/employees; cleaning the front desk and back office area; maintaining daily logs; balancing shift work and cash drawers; meeting hotel standards for guest service and work habits; and other duties as assigned.

Property:

Employee name:

SSN:

Supervisor's Name:

Date:

**Work Habits**

Table with 3 columns: Mark, Range, Description. Includes 'Explains why guest requests cannot be satisfied' and a 'TOTAL' row.

**Personal Development**

- Solves difficult problems which occur on the job
Finds better ways to do the job
Reports unusual guest situations to the next shift
Asks question when not sure how to do something
Fully comprehends the computerized front desk system
Fully comprehends the reservation system
Uses judgement when enforcing hotel policies
Can teach others how to do the job
Learns technical information as quickly as most others in this position
Can divide attention among several tasks taking place at the same time
Balance shift work accurately
Accepts opportunity to cross train for other positions

Table with 3 columns: Mark, Range, Description. Includes a 'TOTAL' row for Personal Development.

Table with 3 columns: Mark, Range, Description. Includes 'Has no unexcused absences', 'Gives advance notice when absence is anticipated', 'Is prompt in reporting to work', 'Is prompt in returning from breaks', 'Wears clothing appropriate for the position', 'Personal appearance (hair, makeup, etc) appropriate for the position', 'Personal hygiene or cleanliness is appropriate for the position', 'Follows safety and security procedures (e.g. key control, fire alerts, back belts, appropriate shoes, etc)', 'Work at a rate sufficient to keep pace with job demands', 'Accepts work assignments without complaints', 'Helps co-workers with their job duties as needed', 'Seeks out work assignments rather than wait for a manager's direction', and a 'TOTAL' row.