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 to other parts of the hotel.

☐ **Highly sussessful:**
Usually exceeds the performance standards for the job; handles expected and much of the unexpected well with very limited supervision; is knowledge and skillful about their dutied 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 deficiences or inconsistencies; can improve with additional basic training, coaching or experience.

☐ **Unacceptable:**
Performance is clearly deficient and improvement has not been noted; improvement iscrequired; additional follow-up will be needed.

☐ **Not Applicable:**
To early to evaluate; unable to evaluate.

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.

Acknowledge of Probation/Year End discussion:

Employee Signature

Supervisor Signature

General Manager's Signature

PERFORMANCE PLANNING AND EVALUATION

HOUSEPERSON

JOB SUMMARY

The houseperson ir responsible for maintaining the cleanliness and general appearance of public areas and corridors of the hotel. Essential job functions include: stocking room attendant carts with supplies; rotating linens in storerooms; maintaining shelf organization in the storerooms; replenishing storeroom supplies; removing trash and dirty linens from room attendants' carts; cleaning storerooms; cleaning floors and equipment in vending areas; emptying trash cans and cigarette urns; cleaning and dusting furniture, elevators, glass, planters, etc. in public areas such as lobby, pool and public restrooms; sweeping and vacuuming floors; hallways and stairwells; reporting maintenance problems or completing work repair orders; spot cleaning walls, carpets, light fixtures, etc; performing heavy cleaning such as turning mattresses, shampooing carpets, etc; storing room attendant carts at the end of the day; delivering special request items such as cribs to guest rooms; picking up trash from parking lot and garden area; meeting hotel standards for guest service and work habits; and other duties as assigned.

Property: _____

Employee name: _____

SSN: _____

Supervisor's Name: _____

Date: _____

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 luation of 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.

Public Area Cleanliness

☐ Cleans restrooms to standards for sanitation and cleanliness

☐ Cleans lobby & hallways as per company standards

☐ Cleans other public areas (e.g. elevators, vending, stairways employee break room, parking lot) to company standard

☐ Keeps trash containers, ashtrays and urns empty all day

☐ Stocks maid carts with adequate linens & supplies needed

☐ Cleans housekeeping equipment on schedule

☐ Maintains adequate inventory of linens/supplies in storerooms

☐ Follows recommended safety precautions when handling chemicals or heavy equipment

☐ Performs heavy cleaning tasks as required (e.g. turning mattresses, shampooing carpets, etc)

☐ Keeps storeroom linens and supplies orderly and neat

☐ Reports maintenance needs as they are encountered

TOTAL	10-11	highly successful
	8-9	successful
	5-7	below expectations
	0-4	needs immediate improvement

Guest Satisfaction

☐ Receives no complaints from guests about dirty room

☐ Speaks to or acknowledges guests encountered in the hotel

☐ Stays calm when guests become upset

☐ Gives accurate information or direction to guests

☐ Remains patient even with the most demanding guest

☐ Never displays anger in front of guests

☐ Responds promptly to guests' special requests

☐ Explains the hotel's amenities to guests

☐ Explains why guest requests cannot be satisfied

TOTAL	8-9	highly successful
	7	successful
	5-6	below expectations
	0-4	needs immediate improvement

Work Habits

☐ 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 assigments without complaints

☐ Helps co-workers with their job duties as needed

☐ Seeks out work assignments rather than wait for a manager's direction

TOTAL	11-12	highly successful
	9-10	successful
	7- 8	below expectations
	0- 6	needs immediate improvement