

**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. If you are unable to evaluate any aspect 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 rate (1-5) all the statements below to accurately describe the typical performance of the employee on a day-to-day basis. Sum and average the total scores for each performance standard.

**SUPERVISION**

- Maintains high morale in Housekeeping department.
Receives no employee grievances.
Solicits employee suggestions or inputs.
Promotes team spirit among employees.
Coaches or counsels employees effectively.
Enforces high performance standards for the department.
Discusses problems with employees as they come up.
Understands the hotel's HR policies and procedures.
Treats all employees fairly.
Uses appropriate staffing levels for the work demand.
Reports all major problems to management.

Summary table for Supervision with columns for rating (1.0-1.5 to 4.0-5.0) and performance level (Exceptional to Unacceptable).

**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

**Room Cleanliness**

- Cleans rooms to meet company standards & pass inspections.
Meets the daily standard for number of rooms cleaned.
Exceeds std. for # of rooms cleaned when work demands.
Attends to the smallest detail when cleaning.
Maintains orderly cart with required supplies.
Follows safety precautions handling chemicals or equipment.
Reports room status in a timely manner.
Completes assignment sheets accurately.
Reports special room situations (e.g. repair needs, pets).

Summary table for Room Cleanliness with columns for rating (1.0-1.5 to 4.0-5.0) and performance level (Exceptional to Unacceptable).

**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.

Summary table for Guest Satisfaction with columns for rating (1.0-1.5 to 4.0-5.0) and performance level (Exceptional to Unacceptable).

**PERFORMANCE PLANNING AND EVALUATION**

**HOUSEKEEPING SUPERVISOR**

**JOB SUMMARY**

Housekeeping Supervisor is responsible for cleanliness and overall appearance of hotel rooms. Essential job functions include: Supervising housekeeping employees during the absence of the Executive Housekeeper; vacuuming and/or sweeping carpets and floors; mopping floors as needed; dusting, brushing, polishing and/or vacuuming furniture; dusting and cleaning room decorations, appliances and and structural surfaces (e.g. wall fixtures, window sills, vents); cleaning shower, tubs, sinks and bathroom items; making beds according to hotel standards; removing used guest amenities and trash; replenishing guest amenities and supplies; inspecting rooms for safety hazards and for operating conditions of equipment; checking for damaged linens; reporting lost nd found articles, maintenance issues, or special room problems (e.g. pets in the room) to a supervisor; maintaining storage rooms and stock carts; emptying linen from housekeeping cart into laundry cart; reporting room status on work assignment sheets; providing information to guests about hotel services, facilities and other and other amenities; providing information to guests about local attractions/services; preparing rooms for guest arrival and responding to special guest requests, such as delivering newspapers or cleaning a spill; meeting hotel standards for guest service and work habits; and other duties as assigned.

Property:
Employee name:
SSN:
Supervisor's Name:
Date:

**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 assignments without complaints.
Helps co-workers with their job duties as needed.
Seeks out work assignments rather than wait for a manager's direction.

Summary table for Work Habits with columns for rating (1.0-1.5 to 4.0-5.0) and performance level (Exceptional to Unacceptable).