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

MAINTENANCE WORKER

JOB SUMMARY

The Maintenance Worker is responsible for repairing and servicing the hotel's mechanical/electrical systems and equipment. Essential job functions include: reporting or troubleshooting and repairing malfunctions in mechanical/ electrical systems (e.g. HVAC, plumbing) and equipment throughout the hotel; performing preventive maintenance assignments on a scheduled basis; servicing the hotel's pool, including adjusting chemicals and cleaning filters; completing maintenance logs; maintaining the building exterior if not serviced by a contractor (e.g. snow removal, lawn care, painting); 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.

Maintenance Skills

☐ Completes preventive maintenance duties or tasks on schedule
☐ Recognizes potential maintenance problems before mal-functions occur
☐ Recognizes and reports or troubleshoots and repairs electrical malfunctions
☐ Repairs mechanical and/or electrical systems so that recalls are rarely necessary
☐ Performs ongoing maintenance tasks in several different trade areas
☐ Completes maintenance records and reports accurately and on time
☐ Uses tools and maintenance equipment in the proper manner
☐ Does not lose or misplace tools and maintenance equipment
☐ Keeps shop, tools and equipment clean and in good work-ing condition

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

Guest Satisfaction

☐ Responds promptly to guest complaints or reports of main-tenance problems
☐ Notifies management when guests are greatly concerned or dissatisfied
☐ Thanks guests for reporting maintenance problems or needs
☐ Speaks to or acknowledges guests encountered at the hotel
☐ Stays calm when guests become upset
☐ Gives accurate information or directions to guests
☐ Remains patient even with the most demanding guest
☐ Never displays anger in front of 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