

**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:**  
Too 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 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.

**Courtesy Van Driver**

- Provides courtesy service at all times to guests
- Promotes rooms business on trips to the airport
- Operates the van(s) on schedule or as required
- Arranges maintenance, service, oil change, etc. as recommended by the manufacturer
- By being proactive, avoids breakdowns and maintains van in reliable condition
- No parking or moving violations
- Follows airport regulation at all times
- No DUI charges on record

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

**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.

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Acknowledge of Probation/Year End discussion:

Employee Signature

Supervisor Signature

General Manager's Signature

**Guest Satisfaction**

- Receives no complaints from guests about van service
- Speaks to or acknowledges guests encountered at the hotel. Calls regular guests by name.
- Offers to handle guests' luggage
- Keeps the van clean inside and out
- Keeps the van clean properly maintained so it is reliable
- Initiates polite conversation with guests
- Stays calm when guests become upset
- Gives accurate information or directions to guests
- Remains patient even with the most demanding guest
- Speaks or acknowledge guests waiting for service
- Explains the hotel's special amenities to guests
- Explains the continental breakfast service to guests
- Never displays anger in front of guests
- Never sounds rushed or too busy for guests
- Responds promptly to guests' special requests
- Explains the hotel's amenities to guests
- Explains why guest requests cannot be satisfied

TOTAL	11-13	highly successful
	9-10	successful
	7- 8	below expectations
	0- 6	needs immediate improvement

**PERFORMANCE PLANNING AND EVALUATION**

**COURTESY VAN DRIVER**

**JOB SUMMARY**

The courtesy van driver is responsible for operating and servicing the hotel van(s). Essential job functions include: transporting guests to/from and to other short distance locations; assisting both arriving and departing guests with their luggage; inspecting cleaning and servicing (e.g. oil, gas) the van(s); maintaining mileage log books; running errands for official business of hotel staff; picking up trash from the parking lot; delivering special request items to hotel guests such as express mail, hair dryers, etc.; assisting the houseperson as needed; 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

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