

**SAMPLE
Performance Review**

Employee Name: Employee Sample
Job Title: Service Sales Staff
Department:
Review Period Start: 6/20/2006
Review Period End: 6/19/2007
Last Review Date: 6/19/2005
Reviewer Name: Employee Sample
Reviewer Title: Director

CURRENT GOALS

PERFORMANCE ELEMENTS

Quantity

Meets job requirements

Employee demonstrates a strong commitment to increasing productivity. He regularly produces a normal amount of work. He works at the pace expected for the position and he achieves most of his established goals. However, it sometimes takes him longer than satisfactory to complete work and Employee too often misses deadlines.

Quality

Needs improvement

Employee is a role model because of his dedication and commitment to excellence. However, sometimes the work he produces is less accurate and less thorough than his position requires. Further, he needs to more actively look for ways to improve quality. Employee does not always apply the feedback he receives to improve his performance. He does an unacceptable job of monitoring his work to ensure quality.

Job Knowledge

Meets job requirements

Employee demonstrates significant expertise at his job because of his in-depth knowledge and skills. He takes advantage of the resources and tools available to him. He works within the normal scope of supervision. However, Employee should be more knowledgeable about current developments in his field and he would have better results if he displayed more understanding of how his job relates to others. It takes him too long to learn and apply new skills.

Problem Solving

Meets job requirements

In-group problem solving situations, Employee is a key member; listening to all perspectives and helping the team come to resolution. He identifies the existence of problems quickly. He resolves or minimizes problems by addressing them in their early stages. However, his information gathering and analysis are not always thorough enough for his position. Employee does not develop adequate alternative solutions as part of the problem solving process.

Communications

Exceeds job requirements

Employee displays superior verbal skills, communicating clearly, concisely, and in meaningful ways. He demonstrates outstanding written communications skills. He is extremely thorough and proactive about keeping others well informed. Employee exhibits good listening skills and comprehends complex matters well. When communicating, he is very good at selecting and using the most effective methods.

Initiative

Meets job requirements

Employee is a total self-starter, taking independent actions and well-calculated risks. He knows immediately when he may require assistance and does not hesitate to ask for it. Employee often seeks out additional responsibilities beyond the normal scope of his job and he is resourceful at taking advantage of opportunities. However, he occasionally volunteers to help but not to the extent expected. Employee does not undertake self-development activities.

Judgment

Meets job requirements

Employee can be relied upon to make decisions even under the tightest periods. He verifies that the appropriate people are included in the decision-making process. He can usually support and explain the reasoning for his decisions. However, Employee has too often made decisions that subsequently resulted in problems because they were not well thought out. Frequently he has difficulty making independent decisions.

Cooperation

Meets job requirements

His efforts to establish and maintain strong working relationships are outstanding. Employee exhibits a high degree of tact and consideration in his relations with others. His outlook is generally positive and his manner is pleasant. However, it would be preferable if he offered more assistance and support to his co-workers. Also, he is not always successful when working in group situations. When there are conflicts, Employee does not regularly assume his share of the responsibility for resolution.

Dependability

Exceeds job requirements

Employee is exceptional in his quick and reliable responsiveness to requests for service and assistance. He shows remarkable skill in understanding instructions and responding to management directions. He is a role model for others in the way he fully accepts responsibility for his own actions and outcomes. His dedication to the job often exceeds normal expectations and he keeps his commitments without delay or follow up. However, his attendance and punctuality record is unacceptable.

Customer Service

Unsatisfactory

Employee infrequently uses customer feedback to improve service. He has failed to show sufficient courtesy and sensitivity to customers. Also, he encounters problems when working with difficult or emotional customers. Additionally, his commitments are frequently delayed or remain unfulfilled and he responds too slowly when servicing customers.

Sales Skills

Outstanding

Employee consistently exceeds his sales goals. He expertly uses persuasion and persistence to overcome most any objection. He is a consistent leader at initiating new contacts and creating new sales opportunities. Employee regularly receives commendations from his customers because of his excellent handling of their questions

and problems. He has developed record keeping systems that maximize his efficiency and ensure all information is timely.

SUMMARY

Overall Rating: *Meets job requirements*

PLANS FOR IMPROVEMENT

FUTURE GOALS

EMPLOYEE COMMENTS

Employee Acknowledgment

I have reviewed this document and discussed the contents with my manager. My signature means that I have been advised of my performance status and does not necessarily imply that I agree with the evaluation.

Employee Signature/Date

REVIEWER COMMENTS

Reviewer Signature/Date