

## Cherokee Town and Country Club Front Desk Receptionist

<b>Employee Name</b>		<b>Hire Date</b>
<b>Job Title</b>		<b>Supervisor</b>
<b>Department</b>	<input type="checkbox"/> <b>90 Day</b> <input type="checkbox"/> <b>Other</b> _____ <input checked="" type="checkbox"/> <b>Annual</b>	
<b>Date of Review</b>	<b>Review Period From</b>	

### Administrative Employee Performance Evaluation Form

**Performance Levels:** The rater cannot use fractions of a score i.e. 8.5 or any other fractions

- 10    Far Exceeds the Standards.**
- 9     Exceeds the Standards.**
- 8     Fully Meets the Standards.**
- 7     Needs Improvement to Meet the Standards.**
- 6     Fails to Meet the Standards.**

### Rating of the Past Years Goals

The reviewer will rate each Goal using the 1 to 5 scale describe above and place the number in the **Rating** box below. Additionally, each Goal's Rating number will be placed in the **Factor's Goal box** that is most closely associated with the Goals subject matter.

	Description	Rating		
<b>Goal 1</b>			X	X
Comments:				
<b>Goal 2</b>			X	X
Comments:				
<b>Goal 3</b>			X	X
Comments:				

### New Performance Goals

Develop up to 3 goals. It is not necessary to have 3 goals.

<b>Goal 1</b>	
<b>Goal 2</b>	
<b>Goal 3</b>	

### RATING OF EMPLOYEE'S PERFORMANCE

The **Rating** for each **Factor** (i.e. Membership Satisfaction, Productivity, etc..) is determined by dividing the sum of all scores in each box for that factor by the number of boxes you have a score in. Example, the Productivity Factor has three boxes, you have a scores of 3 and 4 in two of the boxes and there is no score in the Goals box; you add the two scores (which equals 7) and divide by 2 for an average of **3.5**. (round up to the nearest tenth) This total goes in the **Rating** box to the left of the **Weight** box. Multiply the **Rating** by the **Weight** and place the total in the **Score** box.

#### THE RATER CANNOT CHANGE THE WEIGHT NUMBER

Factor		Rating	Weight	Total
<b>Membership Satisfaction</b>	<input type="checkbox"/> Extent to which work product "makes people happy through the Cherokee Standard." Includes quality of work, attention to details, and thoroughness. <input type="checkbox"/> Actively seeks ways to improve and "exceed expectations". <input type="checkbox"/> Extent to which one "Consistently delivers the Superior Experience" 88 <input type="checkbox"/> Goals			
Comments:				
<b>Productivity</b>	<input type="checkbox"/> Extent to which the volume of work is regularly produced with a "sense of urgency." <input type="checkbox"/> Extent which accomplished tasks meet the requirements of the position. <input type="checkbox"/> Goals			
Comments:				
<b>Job Knowledge and Skill</b>	8 Possesses the knowledge and skill required to perform job. <input type="checkbox"/> Through action and deeds shows understanding of position's duties			

	and of the Club's products, services, standards, procedures, governmental standards and other applicable guidelines. <input type="checkbox"/> Goals			
Comments:				

<b>Member Relations</b>	<input checked="" type="checkbox"/> Is gracious, courteous, friendly and helpful to members. <input checked="" type="checkbox"/> Anticipates and satisfies member needs. <input checked="" type="checkbox"/> Knows and uses member names and personal preferences. <input checked="" type="checkbox"/> Models member focus in interaction with members. <input checked="" type="checkbox"/> Ability to recover a disgruntled members satisfaction. <input type="checkbox"/> Goals			
Comments:				
<b>Judgment and Decisions</b>	<input checked="" type="checkbox"/> Effectiveness of judgments, decisions, and actions taken, consistent with Cherokee's Core Culture, "We make people happy through the Cherokee Standard". <input type="checkbox"/> Goals			
Comments:				
<b>Appearance</b>	<input checked="" type="checkbox"/> Reports to work in appropriate clean and well pressed clothes. <input checked="" type="checkbox"/> Is well-groomed and has proper hygiene. <input checked="" type="checkbox"/> Good posture and body language. <input type="checkbox"/> Goals			
Comments:				
<b>Communications</b>	<input checked="" type="checkbox"/> Effectively communicates verbally and in writing with members, managers, and fellow employees. <input checked="" type="checkbox"/> Actively solicits feedback and listens to what others have to say. <input checked="" type="checkbox"/> Provides appropriate and timely feedback. Keeps staff informed. <input type="checkbox"/> Goals			
Comments:				
<b>Dependability and Reliability</b>	<input checked="" type="checkbox"/> Employee can be relied upon to accept responsibility and complete work assignments. <input checked="" type="checkbox"/> Includes whether employee meets or exceeds deadlines. <input type="checkbox"/> Goals			
Comments:				

<b>Initiative</b>	<input checked="" type="checkbox"/> Employee takes initiative to solve problems or <input checked="" type="checkbox"/> identifies work to be performed without direction from manager. <input type="checkbox"/> Goals			
Comments:				
<b>Attendance</b>	<input checked="" type="checkbox"/> Frequency of absences and tardiness. <input checked="" type="checkbox"/> Adherence to break schedule and time clock procedures. <input type="checkbox"/> Goals			
Comments:				
<b>Attitude</b>	<input checked="" type="checkbox"/> Employee is positive and supportive towards work, <input checked="" type="checkbox"/> fellow employees, <input checked="" type="checkbox"/> management, members and <input checked="" type="checkbox"/> Club goals, policies and procedures. <input checked="" type="checkbox"/> Demonstrates "Heartfelt caring and respect for all." <input type="checkbox"/> Goals			
Comments:				
<b>Teamwork</b>	<input checked="" type="checkbox"/> Freely assists staff or management with work other than his/her own. <input checked="" type="checkbox"/> Performs other duties beyond expectations. <input checked="" type="checkbox"/> Promotes a cohesive work atmosphere. <input type="checkbox"/> Goals			
Comments:				
<b>Safety</b>	<input checked="" type="checkbox"/> Follows safe work practices and rules. <input checked="" type="checkbox"/> Work area is neat and clean. <input checked="" type="checkbox"/> Reports unsafe conditions. <input type="checkbox"/> Goals			
Comments:				

### SUMMARY

Total Score\_\_\_\_\_ Divided by Total Weight\_\_\_100\_\_\_ = **Overall Rating**  
**Score**

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**Overall Rating Score** is determined by dividing the sum of all **Scores** by 100 (the total Weight). Example, all 13 **Factors** were scored and the grand total of all the Scores was 330, you would then divided 330 by 100 = 3.3 for the **Overall Rating Score**.

**THE RATER CANNOT CHANGE THE VALUE OF THE WEIGHTS**

## PERFORMANCE SUMMARY

**Summary:**

## EMPLOYEE'S COMMENTS (optional)

**Comments:**

Signature / Approval			
Employee: DAC	Date	Supervisor:	Date
Human Resources:		Manager:	
Senior Management:			