

SUPPORT STAFF PERFORMANCE EVALUATION

NAME: _____ DATE: _____

JOB TITLE: _____ ANNUAL () PROBATIONARY ()

Purpose of this Employee Evaluation:

To take a personal inventory, to pin-point weaknesses and strengths and to outline and agree upon a practical training/improvement program. These Evaluations will also provide a history of development and progress.

In the case of a Probationary Review, these Evaluations will provide information to management as to whether or not employee was appropriate hire for position.

Instructions:

Listed below are a number of traits, abilities and characteristics that are important for an employee's success at [REDACTED]. Circle the descriptive phrase which most nearly describes the person being rated.

Note to Evaluator:

Two common mistakes in rating are: (1) A tendency to rate nearly everyone as "average" on every trait instead of being more critical in judgment. The rater should use the ends of the scale as well as the middle, and (2) the "Halo Effect," i.e., a tendency to rate the same individual "excellent" on every trait or "poor" on every trait based on the overall picture one has of the person being rated. However, each person has strong points and weak points and these should be indicated on the rating scale.

Carefully evaluate each of the qualities separately.

ACCURACY is the correctness of work duties performed.

Makes frequent errors.	Appears careless; makes recurrent errors.	Usually accurate; makes only average number of mistakes.	Requires little supervision; is exact and precise most of the time.	Requires absolute minimum of supervision; is almost always accurate.
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ALERTNESS is the ability to grasp instructions, to meet changing conditions and to solve problem situations.

Slow to "catch on"	Requires more than average instructions and explanations.	Grasps instructions with average ability.	Usually quick to understand and learn.	Exceptionally keen and alert.
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DEPENDABILITY is the ability to do required jobs well with a minimum of supervision.

Requires close supervision; is unreliable.

Sometimes requires prompting.

Usually takes care of necessary tasks and completes with reasonable promptness.

Requires little supervision; is reliable.

Requires absolute minimum of supervision.

DRIVE is the desire to attain goals, to achieve.

Puts forth practically no effort.

Sets goals too low.

Has goals and usually puts forth effort to reach them.

Strives hard; has high desire to achieve.

Sets high goals and strives incessantly to reach these.

JOB KNOWLEDGE is the information concerning work duties which an individual should know for a satisfactory job performance.

Poorly informed about work duties.

Lacks knowledge of some phases of work.

Moderately informed; can answer most common questions.

Understands all phases of work.

Has complete mastery of all phases of job.

QUANTITY OF WORK is the amount of work an individual does in a work day.

Does not meet minimum requirements.

Does just enough to get by.

Volume of work is satisfactory.

Very industrious; does more than is required.

Excellent work production record.

STABILITY is the ability to withstand pressure and to remain calm in crisis situations.

Gets very nervous under pressure; is easily irritated.

Occasionally loses it under pressure.

Has average tolerance in pressure situations; usually remains calm.

Tolerates pressure easily; always remains calm.

COURTESY is the polite attention an individual gives other people.

Blunt; discourteous; antagonistic.

Sometimes tactless.

Agreeable and pleasant.

Always very polite and willing to help.

CREATIVITY is talent for having new ideas, for finding new and better ways of doing things and for being imaginative.

Rarely has a new idea.	Occasionally comes up with a new idea.	Has reasonable number of new ideas.	Frequently suggests new ways of doing things; is very imaginative.	Continually seeks new and better ways of doing things; is extremely imaginative.
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FRIENDLINESS is the sociability and warmth which an individual imparts in her attitude toward clients, other employees, her supervisor and the persons she may supervise.

Distant and aloof.	Approachable; friendly once known by others.	Warm; friendly; sociable.	Very sociable and out-going.
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PERSONALITY is an individual's behavior characteristics or her personal suitability for the job.

Personality unsatisfactory for this job.	Personality questionable for this job.	Personality satisfactory for this job.
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PROFESSIONAL APPEARANCE is the personal impression an individual makes on others. (Consider cleanliness, grooming, neatness and appropriateness of dress on the job.)

Appearance inappropriate.	Appearance appropriate.
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ATTENDANCE is faithfulness in coming to work daily and conforming to scheduled work hours.

Often absent without good excuse and/or frequently reports for work late.	Lax in attendance and/or reporting for work on time.	Usually present and on time.	Very prompt; regular in attendance.	Always regular and prompt; volunteers for overtime when needed.
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HOUSEKEEPING is the orderliness and cleanliness in which an individual keeps her work area.

Disorderly or untidy.	Some tendency to be careless and untidy.	Ordinarily keeps work area fairly neat.	Quite conscientious about neatness and cleanliness.
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OVERALL EVALUATION.

Unsatisfactory performance; not appropriate for this job.

Below average but making progress.

Doing an average job.

Definitely above average.

Outstanding performance.

COMMENTS.

Major deficiencies are--

1. _____

2. _____

3. _____

and these can be strengthened by doing the following:

Major strong points are--

1. _____

2. _____

3. _____

and these can be used more effectively by doing the following:

Rated by _____
(Rater's Signature)

Reviewed by _____
(Business Manager's Signature)

A copy of this Report has been given to me and has been discussed with me.

(Employee's Signature)

(Date)