

EMPLOYEE REVIEW

HOURLY/NON-EXEMPT (RSC Locations)

Name: _____

Date: _____

Store Location: _____

Department: _____

☐

Annual Review

☐

Other: _____

INSTRUCTIONS:

This Employee Review will be used for all Retail Support Center (RSC) hourly/non-exempt employees to be conducted annually unless otherwise specified. Prepare this review carefully and accurately. Its value lies in the impartiality and sound judgement used by the rater. Judge each area separately or independently. Do not let your evaluation of one area unduly influence you on another. Make no entry except where the statement is based on personal knowledge. Always be objective.

PERFORMANCE DEFINITIONS AND RATINGS:

OUTSTANDING SCORE = 5	VERY GOOD SCORE = 4	GOOD SCORE = 3	BELOW AVERAGE SCORE = 2	POOR SCORE = 1
Consistently exceeds the required expectations for the position. Exhibits outstanding performance that results in exceptional accomplishments with significant contributions to goals of the department, division or Company.	Performance is above expected level or requirement. Exceeds satisfactory in some core functions or has shown aptitude outside of core area. Consistently generates results above those expected of the position. Contributes consistently to innovation in technical and functional aspects of the position.	Performance is consistently acceptable and meets expectations. Good performance allowing core position requirements to be successfully fulfilled.	Performance is below expectations and work requires guidance and monitoring.	Performance is substandard and work requires a high degree of supervision, correction and direction. Needs improvement to continue position and/or employment. Immediate performance action plan required.

CATEGORY	RATING				
	Outstanding 5	Very Good 4	Good 3	Below Average 2	Poor 1
1. Treatment of Customers/Employees - <i>Consider the attention the employee gives customers and employees, willingness to work with and help others, and the ability to accept constructive feedback.</i>					
2. Amount of Work Accomplished - <i>Consider the amount of work turned out and the promptness with which it is completed according to company standards.</i>					
3. Accuracy and Thoroughness of Work - <i>Consider the quality of work including neatness, accuracy, and general efficiency of work.</i>					
4. Knowledge of Job Duties - <i>Consider the knowledge of present job, other work closely related to it and equipment necessary to perform job functions.</i>					

CATEGORY	RATING				
	Outstanding 5	Very Good 4	Good 3	Below Average 2	Poor 1
5. Dependability/Attendance Consider the amount of supervision required, willingness to work required schedule and when needed, tardiness and absence record. (Note: First 24 hours of sick time used cannot be counted against employee, per California law.)					
6. Cooperation - Consider extent to which the employee works harmoniously with fellow employees and supervisors. Follows department and company policies and procedures.					
7. ESOP Attributes Exhibits financial responsibility/cost saving measures with company money and assets. Embraces change. Encourages innovation. Exhibits sense of pride for the company. Hold other employees accountable as owners.					

RATINGS SCORE:

TOTALS: X5 X4 X3 X2 X1
 a *b* *c* *d* *e*

ADD $a+b+c+d+e$ = _____ TOTAL SCORE

Overall Performance Rating:

_____ 0 through 14 points Poor/Below Average = 0%
 _____ 15 through 23 points Good = 1% to 2%
 _____ 24 through 31 points Very Good = 2% to 3%
 _____ 32 through 36 points Outstanding = 4%

List and describe the employee's top three accomplishments during the rating period:

1. _____

2. _____

3. _____

List and describe the employee's three greatest strengths, giving specific examples of how the employee uses these strengths in his or her position:

1. _____

2. _____

3. _____

Work with the employee to identify 3 goals for the current review period, along with an action plan for accomplishing each one:

1. _____

2. _____

3. _____

SUPERVISOR OVERALL COMMENTS:

PERFORMANCE ACTION PLAN FOR IMPROVEMENT (if rating score is Poor or Below Average):

EMPLOYEE COMMENTS:

SUPERVISOR SIGNATURE: _____ **DATE:** _____

EMPLOYEE SIGNATURE: _____ **DATE:** _____

HR SIGNATURE: _____ **DATE:** _____