



# Performance Review for Front Line Employees

Human Resources

Version: 9.8.21

ID: SE-028

<b>Name:</b>
<b>Job Title:</b>
<b>Department:</b>
<b>Manager:</b>
<b>Date:</b>

Performance Scale	A Well ahead of standard	B More than satisfactory <i>slightly above job requirements</i>	C Less than satisfactory <i>needs slight improvement</i>	D Unsatisfactory <i>below the standard expected</i>
<b>Customer Interaction</b> Empathize with customers. Solves problems	<input type="checkbox"/> Exceptional with customers 100% of the time - always goes above and beyond to address customer needs	<input type="checkbox"/> Customer interaction is slightly above requirements - very well regarded by customers for level of service	<input type="checkbox"/> Customer interaction could be better. Sometimes less than satisfactory	<input type="checkbox"/> Unsatisfactory – Repeated valid customer complaints not customer focused

**Supervisor's Comments:**

<b>Volume of work</b> How does the amount of work done compare with the job requirements?	<input type="checkbox"/> Exceptionally high output	<input type="checkbox"/> Output is usually above average	<input type="checkbox"/> Output is occasionally unsatisfactory	<input type="checkbox"/> Insufficient – Improvement needed
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**Supervisor's Comments:**

<b>Job knowledge</b> Does the employee have the knowledge to do the job properly?	<input type="checkbox"/> Exceptionally thorough knowledge of own and related work	<input type="checkbox"/> Good knowledge of own job and related work aspect	<input type="checkbox"/> Lack of job knowledge sometimes hinders progress	<input type="checkbox"/> Inadequate knowledge of own work
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**Supervisor's Comments:**

<b>Safety awareness</b> Consider in regard to safe working practices	<input type="checkbox"/> Highly motivated towards safety	<input type="checkbox"/> Good knowledge of own job and related work aspect	<input type="checkbox"/> Lack of job knowledge sometimes hinders progress	<input type="checkbox"/> Inadequate knowledge of own work
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**Supervisor's Comments:**



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Performance Scale	A Well ahead of standard	B More than satisfactory <i>slightly above job requirements</i>	C Less than satisfactory <i>needs slight improvement</i>	D Unsatisfactory <i>below the standard expected</i>
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<b>Dependability</b> How well does the employee follow procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Always thoroughly reliable	Good knowledge of own job and related work aspect	Lack of job knowledge sometimes hinders progress	Inadequate knowledge of own work

**Supervisor's Comments:**

<b>Teamwork</b> How well does the employee work with others to accomplish the goals of the job and team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cooperative and flexible	Usually gets along reasonably well but occasionally unhelpful	Uncooperative, resists change	Does not work well.

**Supervisor's Comments:**

<b>Attendance and punctuality</b> What is the employee's pattern of absence and punctuality?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptionally punctual. Rarely absent	Attendance levels are Acceptable and is rarely late	Absence and/or lateness levels are higher than average	Frequently late and/or absent

**Supervisor's Comments:**

<b>Work planning</b> Consider employee's success in planning own work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Displays excellent planning ability	Organizes work well	Needs to improve some aspects of work planning	Does not plan effectively

**Supervisor's Comments:**

<b>Communication</b> How effective is the employee at verbal and written communication?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptionally effective in all written and verbal communication	Usually a good communicator	Some difficulties with written and/or verbal communication	Does not communicate effectively

**Supervisor's Comments:**



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<b>Overall performance</b>	<input type="checkbox"/> Well ahead of standard performance	<input type="checkbox"/> More than satisfactory - slightly above job requirements	<input type="checkbox"/> Less than satisfactory - needs slight improvement	<input type="checkbox"/> Unsatisfactory - below the standard reasonably expected
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**Supervisor's Comments:**

## General Comments by Manager

**Employee Signature:**

**Manager Signature:**

## General Comments by Employee

**Employee Signature:**

**Manager Signature:**

## Action Plan

*This is a plan that is agreed upon to develop employee and/or the job*

**Include any training or counseling requirements:**

**Career development – possible steps in career development:**

**Agreed action plan – job and development objectives – time scale:**



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**Additional Notes**