

# EMPLOYEE PERFORMANCE FEEDBACK

EMPLOYEE	TITLE
DIVISION	LOCATION
MANAGER	DATE

## FEEDBACK RATING SCALE

E

EXCEEDS EXPECTATIONS

Employee consistently surpasses many of the performance standards and demonstrates a high level of knowledge

M

MEETS EXPECTATIONS

Employee meets job performance standards in many areas of their position

I

IMPROVEMENTS REQUIRED

Employee is not meeting many of the expected performance standards or goals set for the position

## EMPLOYEE EVALUATION

E

M

I

### CUSTOMER SERVICE

- Demonstrates a high level of customer service when performing work and interacting with customers
- Acts with the customer in mind and embraces opportunities to better serve the customer in a timely manner

Manager Comments:

### TEAMWORK & COMMUNICATION

- Effectively communicates with others – verbal and written
- Serves as an important contributor to the department's success and offers support and assistance to others
- Willing to take on additional tasks and assignments if needed to support the team
- Is receptive to ideas and feedback from others
- Demonstrates tact and diplomacy when resolving conflicts and has a positive outlook and demeanor

Manager Comments:

EMPLOYEE PERFORMANCE FEEDBACK

EMPLOYEE EVALUATION CONTINUED

E M I

PRODUCTIVITY, JOB KNOWLEDGE & QUALITY OF WORK

☐ ☐ ☐

- Consistently meets and/or exceeds the performance expectations of the job
- Demonstrates an understanding of essential job functions and is able to share knowledge and expertise with others to add value to the team
- Utilizes available resources, understands processes and stays up to date with new systems
- Consistently completes tasks on schedule and with a high degree of excellence and attention to detail
- Is dependable and reports to work when scheduled

Manager Comments:

JUDGEMENT, DECISION MAKING & ADAPTABILITY

☐ ☐ ☐

- Willingness to ask questions to ensure work is completed accurately
- Open to learning and embracing change
- Accepts responsibility for decisions and actions and open to feedback
- Able to analyze information to determine the best course of action to be taken and makes effective decisions after considering all courses of action
- Demonstrates willingness and ability to comply with company policies

Manager Comments:

EMPLOYEE OVERALL RATING



EXCEEDS EXPECTATIONS



MEETS EXPECTATIONS



IMPROVEMENT REQUIRED

## EMPLOYEE PERFORMANCE FEEDBACK

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COMMENTS \_\_\_\_\_

MANAGER:

EMPLOYEE:

EMPLOYEE GOALS & ACTION PLAN:

EMPLOYEE & MANAGER ACKNOWLEDGMENT \_\_\_\_\_

\_\_\_\_\_  
EMPLOYEE NAME

\_\_\_\_\_  
MANAGER NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

### **PERFORMANCE COACHING DOCUMENTATION**

**NAME:** \_\_\_\_\_ **POSITION:** \_\_\_\_\_

**DIVISION:** \_\_\_\_\_ **STORE:** \_\_\_\_\_ **DEPARTMENT:** \_\_\_\_\_

This form is designed to help Managers document and deliver verbal conversations with employees. It can be used to set and/or clarify job expectations and should be used to encourage/reinforce positive behavior and job performance.

**Describe the situation:**

**Express the impact of the behavior/performance and what improvements are suggested:**

**Express opportunities for success. Specify the behavior change if needed:**

*Send to Payroll to retain in the Employee File*

**Manager Signature:** \_\_\_\_\_ **Employee Signature (optional):** \_\_\_\_\_

**Date of Conversation:** \_\_\_\_\_

## CORRECTIVE ACTION REPORT

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Location: \_\_\_\_\_ Date Issued: \_\_\_\_\_

*It is necessary to advise you of the following:*

### Warning Category:

- ☐ Attendance      ☐ Misconduct/Behavior  
☐ Performance      ☐ Other: \_\_\_\_\_

### Action Taken:

- ☐ Counseling      ☐ Final Warning  
☐ 1<sup>st</sup> Warning      ☐ Termination  
☐ 2<sup>nd</sup> Warning

Company policy violated (If applicable, note policy from employee handbook found on HR Connection):

Employer Statement:

Reported Incident Date: \_\_\_\_\_

Employee's Statement (if any):

☐ Employee Suspended

**ANY FURTHER VIOLATION OF THIS OR ANY OTHER COMPANY POLICY MAY RESULT IN FURTHER DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF EMPLOYEMENT.**

- ☐ I have read this notice of discipline and understand it
- ☐ Employee refused to sign discipline form

_____	_____
Employee's Signature	Date

\_\_\_\_\_  
Manager's Name (Print)

_____	_____
Manager's Signature	Date

\_\_\_\_\_  
Witness's Name (Print)

_____	_____
Witness's Signature	Date