

EMPLOYEE PERFORMANCE APPRAISAL

Employee Name: _____ Date: _____

Position: _____ Date of Hire: _____

Rate the employee's performance in each category by circling the appropriate number ranking.

(1) Unsatisfactory (2) Needs improvement (3) Meets job requirements (4) Exceeds job requirements (5) Outstanding

PROMPTNESS

- | | 1 | 2 | 3 | 4 | 5 |
|--------------------------------|---|---|---|---|---|
| 1. Reports to work on time | | | | | |
| 2. Returns from breaks on time | | | | | |

APPEARANCE

- | | 1 | 2 | 3 | 4 | 5 |
|---------------------------------------|---|---|---|---|---|
| 1. Follows Company/Theatre dress code | | | | | |

ATTITUDE

- | | 1 | 2 | 3 | 4 | 5 |
|-------------------------------|---|---|---|---|---|
| 1. Exhibits positive attitude | | | | | |
| 2. Works well with co-workers | | | | | |

COMMUNICATION

- | | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Communicates well with customers, co-workers & supervisors | | | | | |
| 2. Exhibits professionalism in phone etiquette | | | | | |
| 3. Expresses thoughts & concerns appropriately | | | | | |

CUSTOMER SERVICE

- | | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Displays courtesy & sensitivity with customers | | | | | |
| 2. Responds promptly to customer needs | | | | | |

JOB KNOWLEDGE

- | | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| 1. Competent in required job skills & knowledge | | | | | |
| 2. Exhibits ability & willingness to learn and apply new skills | | | | | |
| 3. Requires minimal supervision | | | | | |

LEADERSHIP

- | | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| 1. Inspires respect and trust | | | | | |
| 2. Reacts well under pressure/handles difficult situations w/professionalism | | | | | |
| 3. Takes responsibility for own actions | | | | | |
| 4. Motivates others to perform well | | | | | |

QUALITY OF WORK

- | | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| 1. Understands and follows Company/Theatre policies & procedures | | | | | |
| 2. Completes nightly and weekly duties accurately and on time | | | | | |
| 3. Follows instructions, responds to management direction | | | | | |

INITIATIVE:

- | | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| 1. Takes initiative to complete work that needs to be done w/o supervision | | | | | |

OVERALL PERFORMANCE (write manager & employee comments on back)	1	2	3	4	5
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Manager Signature

Employee Signature