

PERFORMANCE ASSESSMENT

Supervisor



Crew Name:	
Position Title:	
Department:	
RATING	
5: EXCEPTIONAL	Performance is consistently superior and significantly exceeds position requirements
4: HIGHLY EFFECTIVE	Performance frequently exceeds position requirements
3: PROFICIENT	Performance consistently meets position requirements
2: INCONSISTENT	Performance meets some, but not all position requirements
1: UNSATISFACTORY	Performance consistently fails to meet minimum position requirements; lacks required skills
RESPECT	
Foster diversity and inclusion	
<ul style="list-style-type: none"> * ability to interact with tact and professionalism towards guests and crew * shows a genuine interest in crew members. Provides direction, coaching and support to build high performing, engaged teams * creates positive working relationships in a diverse workplace; demonstrates cooperation within and amongst departments 	
ENVIRONMENT	
Practice conservation and environmental responsibility	
<ul style="list-style-type: none"> * helps keep workplace neat and tidy 	
SAFETY #1	
Cultivate a safe and secure workplace	
<ul style="list-style-type: none"> * communicates importance of a safe work environment * wears appropriate PPE, when required * shows care and concern for others by demonstrating a safety-first attitude; eliminates potential risks associated with crew work-related injuries and illnesses 	
PROFESSIONALISM	
Be on time. Come prepared	
Make data-driven, fact-based decisions	
Be decisive with 80:100 solutions (80% right, 100% implementable)	
<ul style="list-style-type: none"> * adheres to the Code of Conduct, Ethical Standards and Appearance Standards * demonstrates knowledge and skill to perform the role competently * able to make logical and sound decisions, knows when to act independently or to seek assistance 	
EXCEED	
Expect to win - but compete like an underdog	
Embrace innovation and reinvention	
<ul style="list-style-type: none"> * constantly strives to exceed guest expectations * able to improve work methods and procedures to increase efficiency; continues to search for ways to improve crew and guest experience * develop effective solutions to problems; removes barriers or obstacles to create opportunities for improvement 	

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COMMUNICATION	
Listen and be responsive Strive for efficiency and transparency without politics * engages guests by welcoming them, offering assistance and thanking them * uses appropriate body language when speaking with guests and crew * communicates effectively within and amongst departments and expresses information with consistency and clarity	
TEAMWORK	
Win as a team. Play your role Work hard, have fun, celebrate successes * emphasizes the importance of delivering amazing experiences * recognizes crew members for their performance * takes work seriously and approaches it in a light-hearted way	
Overall Average Performance Competency	

Describe crew member's overall performance, include strength and opportunities for improvement. Provide supporting details.

Crew member comments. Highlight areas of accomplishments and opportunities for improvement.

This is to acknowledge that I have discussed my Performance Assessment. I understand that this completed document will be part of my Crew File.

Crew Member's Signature: _____

Date: _____

Manager's Signature: _____

Date: _____

Director's Signature: _____

Date: _____