



CITY CRUISES CANADA POLICY AND PROCEDURE



90 Day Evaluation Form

Start Date: _____

| | |
|-----------------|--------------------|
| Crew Name: | Department: |
| Position Title: | Supervisor's Name: |

Rating Definitions

| | |
|---|---|
| Meets Consistently meets expectations and job accountabilities. Demonstrates the RESPECT Values and Operating Principles | Does Not Meet Does not consistently meet expectations. Does not demonstrate the RESPECT values or meet job accountabilities. |
|---|---|

| Indicate whether the crew member “meets” or “does not meet” the applicable value and <i>The Hornblower 12 Operating Principle</i> | Meets | Does Not Meet |
|--|--------------------------|--------------------------|
| RESPECT Foster diversity and inclusion <ul style="list-style-type: none"> <i>Is courteous and polite at all times</i> <i>Treats guests, fellow crew members with respect</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| ENVIRONMENT Practice conservation and environmental responsibility <ul style="list-style-type: none"> <i>Helps keep workplace neat and tidy</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| SAFETY #1 Cultivate a safe and secure workplace <ul style="list-style-type: none"> <i>Always keeps guests and crew members safe</i> <i>Wears appropriate PPE, when required</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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"> <i>Adheres to the Code of Conduct, Ethical Standards and Appearance Standards</i> <i>Always makes a good impression</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| EXCEED Except to win – but compete as an underdog; Embrace innovation and reinvention <ul style="list-style-type: none"> <i>Constantly strives to exceed guest expectations</i> <i>Looks for ways to continuously improve</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| COMMUNICATION Listen and be responsive; Strive for efficiency and transparency without politics <ul style="list-style-type: none"> <i>Engages guests by welcoming them, offering assistance and thanking them</i> <i>Uses appropriate body language when speaking with guests</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| TEAMWORK Win as a team. Play your role; Work hard, have fun, celebrate successes <ul style="list-style-type: none"> <i>Works with fellow crew members to ‘create amazing experiences’ for guests</i> | <input type="checkbox"/> | <input type="checkbox"/> |



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Number of Days Absent: _____

Number of Days Late: _____

CREW MEMBER COMMENT(S)

MANAGEMENT COMMENT(S)

DECLARATION

CERTIFICATION OF MANAGEMENT REPRESENTATIVE

I certify that I have discussed the 90 Day Performance Review with the Crew Member.

Signature of Management Representative

Date

ACKNOWLEDGEMENT OF CREW MEMBER

I acknowledge that I have discussed the 90 Day Performance Review with my manager. **I understand that by signing below I am acknowledging receipt of this document and my signature does not necessarily constitute agreement with its contents.**

Signature of Crew Member

Date