

# PERFORMANCE ASSESSMENT

Front-Line



Crew Name:		
Position Title:		
Department:		
<b>RATING</b>		
5: EXCEPTIONAL	Performance is consistently superior and significantly exceeds position requirement	
4: HIGHLY EFFECTIVE	Performance frequently exceeds position requirement	
3: PROFICIENT	Performance consistently meets position requirement	
2: INCONSISTENT	Performance meets some, but not all position requirement	
1: UNSATISFACTORY	Performance consistently fails to meet minimum position requirement; lacks required skills	
<b>RESPECT</b>		<b>RATING</b>
<b>Foster diversity and inclusion</b> * is courteous and polite at all times * treats guests, fellow crew members with respect		
<b>ENVIRONMENT</b>		
<b>Practice conservation and environmental responsibility</b> * helps keep workplace neat and tidy		
<b>SAFETY #1</b>		
<b>Cultivate a safe and secure workplace</b> * always keeps guests and crew members safe * wears appropriate PPE, when required		
<b>PROFESSIONALISM</b>		
<b>Be on time. Come prepared</b> <b>Make data-driven, fact-based decisions</b> <b>Be decisive with 80:100 solutions (80% right, 100% implementable)</b> * adheres to the Code of Conduct, Ethical Standards and Appearance Standards * always makes a good impression		
<b>EXCEED</b>		
<b>Expect to win - but compete like an underdog</b> <b>Embrace innovation and reinvention</b> * constantly strives to exceed guest expectations * looks for ways to continuously improve		
<b>COMMUNICATION</b>		
<b>Listen and be responsive</b> <b>Strive for efficiency and transparency without politics</b> * engages guests by welcoming them, offering assistance and thanking them * uses appropriate body language when speaking with guests		
<b>TEAMWORK</b>		
<b>Win as a team. Play your role</b> <b>Work hard, have fun, celebrate successes</b> * works with fellow crew members to 'create amazing experiences' for guests * does not exceed the Company's average of sick time taken		
<b>Overall Average Performance Score</b>		

## Front-Line

Describe crew member's overall performance, include strengths 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/Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_