PERFORMANCE ASSESSMENT
Coordinator / Specialist

city cruises by Hornblower ™

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	RATING
Foster diversity and inclusion * is courteous and polite at all times * treats guests, fellow crew members with respect	
ENVIRONMENT	
Practice conservation and environmental responsibility * helps keep workplace neat and tidy	
SAFETY #1	
Cultivate a safe and secure workplace * always keeps guests and crew members safe * wears appropriate PPE, when required	
PROFESSIONALISM	
Be on time. Come prepared **Make data-driven, fact-based decisions** **Be decisive with 80:100 solutions (80% right, 100% implementable)** * adheres to the Code of Conduct, Ethical Standards and Appearance Standards * demonstrates skill at planning, organizing, prioritizing workload * able to make logical and sound decisions, knows when to act independently or seek assistance	
EXCEED	
Expect to win - but compete like an underdog **Embrace innovation and reinvention** * constantly strives to exceed guest expectations * able to improve work methods and procedures to increase efficiency * evaluate information, separate important from unimportant, assess probable consequence, takes appropriate action	
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 langauge when speaking with guests	

TEAMWORK	
Win as a team. Play your role **Work hard, have fun, celebrate successes** * works with fellow crew members to 'create amazing experiences' for guests * does not exceed the Company's average of sick time taken	
Overall Average Performance Competency	

Describe crew member's overall performance, include strengths and opportunities for improvement. Provide supporting details.
Crew member comments. Highlight areas of accomplishments and opportunties 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: _____