



CITY CRUISES CANADA POLICIES AND PROCEDURES

90 Day Evaluation Form

Start Date: _____

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

Rating Definitions

Meets	Does Not Meet
Consistently meets expectations and job accountabilities. Demonstrates the RESPECT Values and Operating Principles	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</i> Operating Principle	Meets	Does Not Meet
RESPECT Foster diversity and inclusion <ul style="list-style-type: none"> Is courteous and polite at all times Treats guests, fellow crew members with respect 	<input type="checkbox"/>	<input type="checkbox"/>
ENVIRONMENT Practice conservation and environmental responsibility <ul style="list-style-type: none"> Helps keep workplace neat and tidy 	<input type="checkbox"/>	<input type="checkbox"/>
SAFETY #1 Cultivate a safe and secure workplace <ul style="list-style-type: none"> Always keeps guests and crew members safe Wears appropriate PPE, when required 	<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"> Adheres to the Code of Conduct, Ethical Standards and Appearance Standards Always makes a good impression 	<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"> Constantly strives to exceed guest expectations Looks for ways to continuously improve 	<input type="checkbox"/>	<input type="checkbox"/>
COMMUNICATION Listen and be responsive; Strive for efficiency and transparency without politics <ul style="list-style-type: none"> Engages guests by welcoming them, offering assistance and thanking them Uses appropriate body language when speaking with guests 	<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"> Works with fellow crew members to 'create amazing experiences' for guests 	<input type="checkbox"/>	<input type="checkbox"/>



CITY CRUISES CANADA POLICY AND PROCEDURE



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