

PERFORMANCE ASSESSMENT

Front-Line



Crew Name:	
Position Title:	
Department:	
RATING	
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
RESPECT	
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	
* always makes a good impression	
EXCEED	
Expect to win - but compete like an underdog	
Embrace innovation and reinvention	
* constantly strives to exceed guest expectations	
* looks for ways to continuously improve	
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	
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 Score	

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: _____