

PERFORMANCE ASSESSMENT

Manager/Director



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
CREW EXPERIENCE - 'create amazing experiences that attract, retain, return and engage'	
	RATING
<i>Show genuine interest in crew. Provides direction, coaching, recognition, and support to build high performing, engaged teams</i>	
<i>Able to foster a positive work environment, demonstrate respect for colleagues and direct reports, and promote cooperation within and amongst departments</i>	
<i>Take personal ownership and responsibility for the quality of the crew's experience. Demonstrates a commitment to our RESPECT Values and Operating Principles during each crew member interaction</i>	
<i>Develop, lead and promote a health and safety culture within the organization</i>	
<i>Uses communication to increase morale, productivity and team cohesiveness</i>	
<i>Facilitates change in a positive manner; offers support to crew members during change and communicates how change is aligned to business goals</i>	
GUEST EXPERIENCE - 'create amazing guest experiences at every point of contact'	
<i>Emphasize the importance of delivering amazing experiences. Utilize available data, tools, and resources to effectively meet guest's needs. Continue to search for ways to improve guest experience</i>	
<i>Take personal ownership and responsibility for the quality of the guest's experience. Demonstrates a commitment to our RESPECT Values and Operating Principles during each guest interaction</i>	
PROFITABILITY - 'develop growth opportunities, while ensuring an efficient operation that drives profitability both in the short and long term'	
<i>Focus on desired outcomes, and the means by which they are achieved by meeting and exceeding annual goals and objectives</i>	
<i>Identify, analyze, plan and respond to internal and external risk factors to ensure profitability and compliance with laws, regulations, policies, contracts and operating standards</i>	
<i>Manage controllable expenses and other resources (i.e. labour, supplies, product, materials) to remain within budget. Explore opportunities to reduce costs while achieving desired outcome</i>	
<i>Make logical and well thought out decisions that support the overall operations; and continuously examine and measure the impact to ensure the decision is valid</i>	
<i>Analyze and interpret the strategic direction of the organization; have a clear understanding of the mission, vision, values, and objectives, to develop and improve practices and processes</i>	
<i>Adapt and respond to changing conditions, priorities, technologies and requirements. Recognize new information and ideas with a willingness to alter opinions and behaviours. Apply versatility, reasoning, and innovativeness in the face of change</i>	

Manager/Director

RELATIONSHIP MANAGEMENT - 'develop strong, viable and trustworthy relationships with Stakeholders, Business and Community Partners and Regulators, through continuous improvement, incorporating best management practices and being accountable as a good corporate citizen'	
<i>Communicate effectively within and amongst departments and express information with consistency and clarity. Listen to feedback to increase understanding and continuous improvement</i>	
<i>Develop effective solutions to problems; remove barriers or obstacles to create opportunities for improvement</i>	
<i>Gain support and understanding for ideas, proposals, and changes; helps others to understand complex initiatives and sensitive situations; consider other opinions and factors to determine the outcome</i>	
<i>Build constructive, friendly and professional relationships with stakeholders and partners to uphold our brand promise and promote our reputation as a good corporate citizen; maintain associations that can provide information, assistance and support</i>	
PERSONAL CAPABILITY	
<i>Demonstrate knowledge, competency and skill to perform the job effectively; show expertise in the role</i>	
<i>Keep abreast with current industry trends and continuously work to enhance professional expertise</i>	
<i>Understand the operation, lead by example, is physically and emotionally present for the crew</i>	
Overall Average Performance Competency	

Describe crew member's overall performance, include strength and opportunities for improvement. Provide supporting details.
Describe areas for professional growth.

This is to acknowledge that I have discussed my Performance Assessment. I understand that this completed document will be part of my Crew File.

Manager/Director

Crew Member's Signature: _____

Date: _____

Manager's Signature: _____

Date: _____

Dept Head Signature: _____

Date: _____