

# PERFORMANCE ASSESSMENT

Supervisor



|   |   |
|---|---|
| Crew Name:  |   |
| Position Title:   |   |
| Department:   |   |
| <b>RATING</b>   |   |
| 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 |
| <b>RESPECT</b>  |   |
| <b>Foster diversity and inclusion</b>   |   |
| <ul style="list-style-type: none"> <li>* ability to interact with tact and professionalism towards guests and crew</li> <li>* shows a genuine interest in crew members. Provides direction, coaching and support to build high performing, engaged teams</li> <li>* creates positive working relationships in a diverse workplace; demonstrates cooperation within and amongst departments</li> </ul> |   |
| <b>ENVIRONMENT</b>  |   |
| <b>Practice conservation and environmental responsibility</b>   |   |
| <ul style="list-style-type: none"> <li>* helps keep workplace neat and tidy</li> </ul>  |   |
| <b>SAFETY #1</b>  |   |
| <b>Cultivate a safe and secure workplace</b>  |   |
| <ul style="list-style-type: none"> <li>* communicates importance of a safe work environment</li> <li>* wears appropriate PPE, when required</li> <li>* shows care and concern for others by demonstrating a safety-first attitude; eliminates potential risks associated with crew work-related injuries and illnesses</li> </ul>   |   |
| <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>  |   |
| <ul style="list-style-type: none"> <li>* adheres to the Code of Conduct, Ethical Standards and Appearance Standards</li> <li>* demonstrates knowledge and skill to perform the role competently</li> <li>* able to make logical and sound decisions, knows when to act independently or to seek assistance</li> </ul>   |   |
| <b>EXCEED</b>   |   |
| <b>Expect to win - but compete like an underdog</b>   |   |
| <b>Embrace innovation and reinvention</b>   |   |
| <ul style="list-style-type: none"> <li>* constantly strives to exceed guest expectations</li> <li>* able to improve work methods and procedures to increase efficiency; continues to search for ways to improve crew and guest experience</li> <li>* develop effective solutions to problems; removes barriers or obstacles to create opportunities for improvement</li> </ul>                        |   |

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|---|--|
| <b>COMMUNICATION</b>  |  |
| <b>Listen and be responsive</b><br><b>Strive for efficiency and transparency without politics</b><br>* engages guests by welcoming them, offering assistance and thanking them<br>* uses appropriate body language when speaking with guests and crew<br>* communicates effectively within and amongst departments and expresses information with consistency and clarity |  |
| <b>TEAMWORK</b>   |  |
| <b>Win as a team. Play your role</b><br><b>Work hard, have fun, celebrate successes</b><br>* emphasizes the importance of delivering amazing experiences<br>* recognizes crew members for their performance<br>* takes work seriously and approaches it in a light-hearted way  |  |
| <b>Overall Average Performance Competency</b>   |  |

Describe crew member's overall performance, include strength 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's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Director's Signature: \_\_\_\_\_

Date: \_\_\_\_\_