

## 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 <b>RESPECT</b> Values and Operating Principles	Does not consistently meet expectations. Does not demonstrate the <b>RESPECT</b> values or meet job accountabilities.

Indicate whether the crew member "meets" or "does not meet" the applicable value and The Hornblower 12 Operating Principle	Meets	Does Not Meet
<b>RESPECT</b> <b>Foster diversity and inclusion</b> <ul style="list-style-type: none"> <li>Is courteous and polite at all times</li> <li>Treats guests, fellow crew members with respect</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<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>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SAFETY #1</b> <b>Cultivate a safe and secure workplace</b> <ul style="list-style-type: none"> <li>Always keeps guests and crew members safe</li> <li>Wears appropriate PPE, when required</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PROFESSIONALISM</b> <b>Be on time. Come prepared; 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>Always makes a good impression</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>EXCEED</b> <b>Except to win – but compete as an underdog; Embrace innovation and reinvention</b> <ul style="list-style-type: none"> <li>Constantly strives to exceed guest expectations</li> <li>Looks for ways to continuously improve</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>COMMUNICATION</b> <b>Listen and be responsive; Strive for efficiency and transparency without politics</b> <ul style="list-style-type: none"> <li>Engages guests by welcoming them, offering assistance and thanking them</li> <li>Uses appropriate body language when speaking with guests</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TEAMWORK</b> <b>Win as a team. Play your role; Work hard, have fun, celebrate successes</b> <ul style="list-style-type: none"> <li>Works with fellow crew members to 'create amazing experiences' for guests</li> </ul>	<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