

uBreakiFix Employee Performance Review

GENERAL INFORMATION	REVIEW TYPE:	PROBATIONARY	BIANNUAL	OTHER
EMPLOYEE NAME		LOCATION		
TITLE		FROM	RATING PERIOD TO	
SUPERVISOR NAME				
GENERAL INSTRUCTIONS				

- Ø Verify/complete the General Information requested above
- Ø Review with the employee their job description and job standards (expectations/objectives/duties) for the review period. Ensure this review relates to the specific responsibilities, job assignments, and standards that were conveyed to the employee for the specific review period.
- Ø Base the appraisal on the employee's performance during the entire review period, not on isolated incidents or performance prior to the current review period. Obtain necessary input and/or supporting data.
- Ø Rate each factor in relation to the standards established and the guidelines listed on the form for each rating.
- Ø Provide an overall rating based on the rating of the individual factors, adherence to significant performance standards, and accomplishment of essential functions. Each factor need not be of equal weight but comments should justify significant differences impacting on the overall rating.
- Ø Assess employee strengths and identify opportunities where the employee could improve, or where the employee requires additional knowledge or skill. Include projected development needs to meet anticipated goals during the next rating period. Obtain employee input regarding their training needs. When rating employees, consider their participation and willingness to participate in employee development opportunities.
- Ø The comments sections should be used to support performance ratings and indicate problem areas, while providing guidance to employees on how to improve performance. Comments MUST be provided for exceptional, needs improvement, and unsatisfactory ratings, and comments are highly recommended for all other ratings. Supervisor, reviewing officer, and employee comments are to be relevant and job related.
- Ø Discuss/obtain comments and signature/date of reviewing manager before discussing with employee.
- Ø Sign/date the form, meet with the employee to discuss the rating, and obtain the employee's signature/date/ comments.
- Ø Update with the employee the job description, essential job functions, expectations, and performance standards/objectives for the next rating cycle.

COMMUNICATION OF PERFORMANCE STANDARDS

- Indicate when you conveyed job standards to the employee and when progress review(s) was conducted:*
1. Performance standards (objectives, duties, expectations, etc.) for this rating period were conveyed to employee on the following date(s) _____.
 2. Progress Review(s) was conducted on _____. (At least one during the rating cycle)

EMPLOYEE NAME:	
JOB FACTORS	

1. JOB KNOWLEDGE/SKILLS Measures employee's demonstrated job relevant knowledge and essential skills, such as repairs, work practices, policies, procedures, resources, customer service, and technical information, as well as the relationship of his/her work to uBreakiFix's mission. Also measured are the employee's self-improvement efforts to enhance skills/knowledge and to stay current with changes impacting their position.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> · Possesses superior job skills and knowledge; effectively applies them to work assignments. · Willingly mentors staff; shares knowledge. · Seeks/applies innovative and relevant techniques. 	<ul style="list-style-type: none"> · Work reflects thorough and current knowledge/skill of job and impact on company activities · Uses opportunities to expand knowledge/skills; shares information with staff. 	<ul style="list-style-type: none"> · Work reflects adequate knowledge/skills for job. · Has adequate knowledge of related work. · Stays current with major changes impacting knowledge or skill. · Accepts change. 	<ul style="list-style-type: none"> · Often demonstrates a lack of basic or sufficient job knowledge/skills to perform routine functions of the job. · Occasionally is resistant to changing knowledge and/or skill requirements or processes, including opportunities for knowledge/skill enhancement. 	<ul style="list-style-type: none"> · Consistently demonstrates a lack of basic job knowledge and/or skills to perform job. · Rarely takes advantage of available skill enhancement or training opportunities. · Often is resistant to changing requirements.

Comments:

2. WORK RESULTS Measures employee's results in meeting established objectives/expectations/standards of quality, quantity, customer service, and timeliness both individually and as a team.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> · Work consistently exceeds expectations of quality, quantity, customer service, and timeliness. 	<ul style="list-style-type: none"> · Work frequently exceeds expected quality, quantity, customer service, and timeliness standards. 	<ul style="list-style-type: none"> · Work usually meets expectations of quality, quantity, customer service and timeliness. 	<ul style="list-style-type: none"> · Often has difficulty meeting expected quality, quantity, customer service, and/or timeliness standards. 	<ul style="list-style-type: none"> · Consistently fails to meet expected quality, quantity, customer service, and/or timeliness standards.

Comments:

3. COMMUNICATION Measures employee's performance in exchanging information with others in an effective, timely, clear, concise, logical, and organized manner. Communication includes listening, speaking, presenting, and sharing information. Consideration is given to the accuracy/complexity of customer data.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> · Consistently communicates in a clear, effective, timely, concise, and organized manner. · Is articulate and persuasive in presenting or soliciting complex or sensitive data. 	<ul style="list-style-type: none"> · Frequently communicates in an effective, timely, clear, concise, and organized manner. · Proficiently organizes and presents difficult facts and ideas orally and in writing. · Seeks/provides feedback. 	<ul style="list-style-type: none"> · Usually communicates effectively and exchanges relevant information in a timely manner. · Speaks and writes clearly. · Keeps others informed. · Listens with understanding. 	<ul style="list-style-type: none"> · Often fails to communicate effectively or in a timely manner. · Lacks clarity of expression orally or in writing. · Is inconsistent in keeping others informed. · At times, fails to listen effectively. 	<ul style="list-style-type: none"> · Consistently fails to communicate effectively or timely. · Often does not keep others informed. · Is an ineffective listener and/or frequently interrupts.

[Comments:](#)

4. INITIATIVE/PROBLEM SOLVING Measures the extent to which the employee is self-directed, resourceful, and creative in performing job duties individually or in a team. Also measures employee's performance in identifying and resolving problems; following through on assignments; and initiating or modifying ideas, methods, or procedures to provide improved customer service and accomplish assigned responsibilities and goals.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> · Consistently resolves problems and promotes improvements. · Maximizes resources to streamline and improve processes. · Analyzes full dimension of complex problems. · Requires minimal supervision. 	<ul style="list-style-type: none"> · Prevents/resolves store/team problems. · Suggests innovations to improve operations or streamline procedures. · Defines and analyzes complex problems · Develops/implements solutions with moderate supervision. 	<ul style="list-style-type: none"> · Addresses existing and significant potential problems. · Suggests or assists in developing solutions individually or in a team. · Carries through solution implementation with routine supervision or follow-up. 	<ul style="list-style-type: none"> · Resolves routine problems. · Exhibits little initiative in identifying problems, solutions, or improvements and/or working proactively as part of a team to address issues of concern. · Requires more than routine supervision. 	<ul style="list-style-type: none"> · Consistently fails to recognize or seek help in resolving routine problems. · Demonstrates inability to work individually or in a team. · Rarely suggests improvements. · Requires frequent reminders and supervision.

[Comments:](#)

5. INTERPERSONAL RELATIONSHIPS Measures employee's development and maintenance of positive and constructive relationships. Consideration should be given to the employee's demonstrated willingness to function as a team player, give and receive constructive criticism, accept supervision, resolve conflicts, recognize needs and sensitivities of others, and treat others in a fair and equitable manner.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> Consistently promotes and maintains a harmonious/productive work environment. Is respected, trusted, and often viewed as a role model. 	<ul style="list-style-type: none"> Frequently fosters teamwork, cooperation, and positive work relationships. Handles conflict constructively. 	<ul style="list-style-type: none"> Usually interacts in a cooperative manner. Avoids disruptive behavior. Deals with conflict, frustration appropriately. 	<ul style="list-style-type: none"> Often has difficulty getting along with others. Allows personal bias to affect job relationships. Requires reminders regarding needs and sensitivities of others. 	<ul style="list-style-type: none"> Interpersonal relationships are counter-productive to the work unit and/or team functions.

[Comments:](#)

6. WORK HABITS Measures employee's performance relative to efficient methods of operation, customer service, proper conduct, speech, ethical behavior, and store policies and procedures, such as attendance, punctuality, safety, security, proper care and maintenance of assigned equipment, and economical use of supplies.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> Work reflects maximum innovative use of time and resources to consistently surpass expectations and improve operations. Serves as role model with regard to work policies and safety standards. 	<ul style="list-style-type: none"> Frequently plans/organizes work to timely and effectively accomplish job duties with appropriate use of resources. Suggests/implements improvements and exceeds production/organizational rules and standards. 	<ul style="list-style-type: none"> Work is planned to meet routine volume and timeliness and usually fulfills operational and customer service needs. Adheres to organizational work policies/safety rules and procedures with few exceptions. 	<ul style="list-style-type: none"> Frequently lacks organization and planning of work and does not adequately use available resources. Often does not meet standards in complying with work policies and/or care of equipment. 	<ul style="list-style-type: none"> Consistently fails to meet expected standards due to lack of effective organization, use of equipment/resources, or inattention to customer service needs. Resists established work policies/safety rules and procedures.

[Comments:](#)

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7. SUPERVISION *(Only required for supervisors and members of management)* Measures leadership, judgment, initiative, and achievement of expectations. Effectively manages the store, employees, technology, and organizational change to produce positive results. Engages in performance management, teamwork, staff development, and recognition of accomplishments. Promotes customer service, diversity, inclusiveness, collaboration, effective communication, and positive labor/management relations. Uses innovation and fulfills administrative requirements.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> · Regularly exceeds expectations. · Implements innovative policies, resources, and technology to maximize efficiency and service. · Committed to and promotes excellence; leads by example energizing performance and teamwork. · Uses and encourages creative decisions and solutions. · Acts as positive change agent. 	<ul style="list-style-type: none"> · Meets and frequently exceeds expectations. · Improves efficiency and customer service. · Provides staff with innovative and constructive direction, delegation, feedback, mentoring, and recognition. · Adheres to performance management/administrative policies. · Makes sound decisions. · Promotes and maintains teamwork, inclusiveness, respect, and creativity. 	<ul style="list-style-type: none"> · Meets most expectations timely and effectively. · Maintains acceptable efficiency and customer service. · Provides staff necessary direction, feedback, development, and recognition. · Makes decisions that usually reflect sound judgment. · Usually adheres to administrative policies. · Encourages innovation, teamwork, and inclusiveness. 	<ul style="list-style-type: none"> · Often fails to meet expectations timely and effectively. · Efficiency and customer service occasionally falls below standards. · Inadequately directs, trains, monitors, and recognizes staff. · Inadequately fulfills administrative and performance management functions. · Often lacks good judgment in decisions. · Lacks leadership in promoting innovation, teamwork, and inclusiveness. 	<ul style="list-style-type: none"> · Consistently fails to meet expectations timely or effectively. · Delivers unacceptable customer service or operational efficiency. · Disregards or ineffectively provides staff direction, monitoring, and development. · Often ignores performance management or administrative policies. · Is indecisive or lacks good judgment. · Resists change.

Comments:

OVERALL RATING

INSTRUCTIONS: Provide an overall rating based on the rating of the individual factors, adherence to significant performance standards, and accomplishment of essential functions. This rating provides an overall impression of job performance that is *supported* by the job factor ratings, not necessarily an *average* of those ratings. Thus, each factor need not be of equal weight but comments should justify significant differences impacting on the overall rating.

EXCEPTIONAL	EXCEEDS REQUIREMENTS	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	UNSATISFACTORY
<ul style="list-style-type: none"> · Employee consistently and significantly exceeds job expectations and standards · Employee consistently demonstrates a high degree of initiative, customer service, and quality of work 	<ul style="list-style-type: none"> · Employee frequently meets and exceeds job expectations and standards · Employee demonstrates a high degree of initiative, customer service, and quality of work 	<ul style="list-style-type: none"> · Employee adequately meets the expectations and standards of the employee's position · Employee adheres to the responsibilities outlined in his/her job description 	<ul style="list-style-type: none"> · Employee occasionally meets the positional requirements in a satisfactory manner; however, significant improvement is still required · Employee frequently fails at meeting the goals set forth for him/her 	<ul style="list-style-type: none"> · Employee fails to meet many of the minimum job expectations and standards for his/her role · Performance deficiencies must be corrected

Overall Comments:

EMPLOYEE STRENGTHS: (Identify strong attributes, abilities, or proficiency in an area, to maximize the employee's contribution to the organization in utilizing these abilities and skills and to identify potential mentor relationships.) Comments:

OPPORTUNITIES FOR DEVELOPMENT (Identify knowledge, skills, and abilities that may need improvement. Address developmental activities to assist the employee in addressing either areas of concern or opportunities for professional growth.) Comments:

REVIEWER'S COMMENTS

Comments:

Reviewer's Signature:

Date:

EMPLOYEE'S COMMENTS

I ACKNOWLEDGE THAT I HAVE READ THIS REVIEW AND I HAVE BEEN GIVEN AN OPPORTUNITY TO DISCUSS IT WITH THE EVALUATOR; MY SIGNATURE DOES NOT NECESSARILY MEAN THAT I AGREE WITH THE REPORT.

Employee's Signature:

Date: