Name of Company	Performance Appraisal	This form is to be used for employees with no formal supervisory responsibilities.

Employee's Name		Position – Title	Assessment Period To
Department	Location	Prepared by: Name & Title	Purpose of review Probationary Annual Other

Level of Performance

A) Superior

Achievements are clearly in excess of objectives/job requirements. Seeks and/or requires minimum direction. Assumes additional projects/responsibilities. Quality of results is consistently superior.

B) Fully Satisfactory

All objectives/job requirements are achieved; surpassed in some areas. Requires occasional direction. Competent in all areas of the job. This is the expected level of performance.

C) Acceptable/Needs Improvement

Completes majority of objectives/job requirements on time; quality of work is usually acceptable. May be developing in the position; is performing in the accepted learning curve for the position.

D) Unsatisfactory

Objectives/job requirements not met; requires continuous direction; improvement is required to perform position acceptably.

Summary of the Performance Appraisal (To be completed at the end of the assessment period)

SUPERVISOR'S COMMENTS on the overall performance (based on the achievement of objectives and the assessment of performance factors)

CAREER DEVELOPMENT PLANS:

EMPLOYEE'S COMMENTS on the review of the performance (optional)

Overall Performance

☐ Superior ☐ Fully Satisfactory ☐ Acceptable/Needs Improvement ☐ Unsatisfactory

Signatures

Employee	Employee signature indicates employee has read the performance appraisal.	Immediate Supervisor	Second Level of Management
Date		Date	Date

PERFORMANCE FACTORS - There are four boxes in each horizontal row. Please check one box in each row according to demonstrated results.

A. Superior	B. Fully Satisfactory	C. Acceptable/Needs Improvement	D. Unsatisfactory
Job Knowledge			
A.	B.	C.	D.
☐ Demonstrates exceptional understanding of principles, methods and procedures.	☐ Demonstrates good understanding of principles, methods and procedures.	☐ Demonstrates fair understanding and principles, methods and procedures.	☐ Demonstrates limited understanding of principles, methods and procedures.
☐ Rarely requires assistance.	☐ Requires assistance infrequently.	☐ Requires general instructions.	☐ Requires assistance frequently.
☐	☐	☐	☐
☐	☐	☐	☐
COMMENTS:			Level of Performance ☐
Quality of Work			
A.	B.	C.	D.
☐ Work is consistently of the highest quality.	☐ Work is consistently above the normal requirements.	☐ Work is near the expected level.	☐ Work is consistently less than the expected level.
☐ Pays exceptional attention to detail.	☐ Pays close attention to detail.	☐ Pays some attention to detail.	☐ Pays little attention to detail.
☐	☐	☐	☐
☐	☐	☐	☐
COMMENTS:			Level of Performance ☐

Productivity

A.	B.	C.	D.
☐ Shows excellent self-starter action, extremely resourceful.	☐ Good self-starter, displays resourcefulness.	☐ Requires occasional motivation. Not very resourceful.	☐ Displays little motivation. Not resourceful.
☐ Level of productivity/output is consistently high.	☐ Level of productivity/output is good.	☐ Level of productivity/output tends to fluctuate.	☐ Level of productivity/output is poor.
☐	☐	☐	☐
☐	☐	☐	☐

COMMENTS:

Level of Performance ☐

Problem Solving

A.	B.	C.	D.
☐ Demonstrates exceptional ability to gather relevant facts and analyze available data.	☐ Demonstrates good ability to gather relevant facts and analyze available data.	☐ Demonstrates fair ability to gather relevant facts and analyze available data.	☐ Demonstrates limited ability to gather relevant facts and analyze available data.
☐ Always arrives at sound conclusions after evaluating alternatives.	☐ Usually arrives at sound conclusions after evaluating alternatives.	☐ Sometimes arrives at sound conclusions after evaluating alternatives.	☐ Rarely arrives at sound conclusions. Rarely evaluates alternatives.
☐ Decisions/changes are always implemented in an organized and effective manner.	☐ Decisions/changes are usually implemented in an organized and effective manner.	☐ Decisions/changes are sometimes implemented in an organized and effective manner.	☐ Decisions/changes are rarely implemented in an organized and effective manner.
☐	☐	☐	☐
☐	☐	☐	☐

COMMENTS:

Level of Performance ☐

Time Utilization

A.	B.	C.	D.
☐ Demonstrates exceptional ability to organize and prioritize job duties.	☐ Demonstrates good ability to organize and prioritize job duties.	☐ Demonstrates fair ability to organize and prioritize job duties.	☐ Demonstrates limited ability to organize and prioritize job duties.
☐ Excellent in following through on assignments always meets deadlines.	☐ Follows through well on assignments, generally meets deadlines.	☐ Does not always follow through on assignments and/or meet deadlines.	☐ Cannot be relied upon to complete assigned tasks requires frequent follow-ups.
☐	☐	☐	☐
☐	☐	☐	☐
☐			

COMMENTS:

Level of Performance ☐

Personal Suitability

A.	B.	C.	D.
☐ Goes out of way to be cooperative and has excellent relations with others.	☐ Usually cooperative with others. Maintains good relations with others.	☐ Not always cooperative. Does not always have good relations with others.	☐ Does not work well with others. Causes friction with others.
☐ Always on time and rarely absent.	☐ Usually can be relied upon to be on time. Very few absences.	☐ Occasionally comes in late. Fairly frequent explained absences.	☐ Often late with no explanations. Frequent absences.
☐ Extremely adaptable.	☐ Good skills in adapting to situations.	☐ Shows reluctance at times to adapt to new or different situations.	☐ Adapts poorly. Resists change.
☐	☐	☐	☐
☐	☐	☐	☐
		☐	

COMMENTS:

Level of Performance ☐

Program & Service Knowledge

A.	B.	C.	D.
☐ Demonstrates a comprehensive understanding of the qualities and characteristics of the complete program and services.	☐ Demonstrates a good understanding of the qualities and characteristics of the program and services.	☐ Demonstrates a fair understanding of the qualities and characteristics of most of the programs and services.	☐ Demonstrates a limited understanding of the programs and services.
☐ Demonstrates an exceptional ability to present the program and services, describe the benefits in relation to the needs of the customer, and overcome objections.	☐ Demonstrates good ability to present the qualities of the programs and services, describe the benefits in relation to the needs of the customer, and overcome objections.	☐ Demonstrates a fair ability to present the programs and services, describe the benefits in relation to the needs of the customer, and overcome most objections.	☐ Limited ability to present the program and services, describe the benefits in relation to the needs of the customers.
☐ Exceptional ability to maintain effective and long-term relationships with customers.	☐ Good ability to maintain effective and long-term relationships with customers.	☐ Maintains most long-term relationships with customers.	☐ Limited satisfaction from the customers
☐	☐	☐	☐
☐	☐	☐	☐

COMMENTS:

Level of Performance ☐

List established objectives (Indicate where possible, time frames and standards.)	**Comment on achievement of each objective.**

Objectives Reviewed

Employee	**Date**	**Immediate Supervisor**	**Date**