

Performance Planning and Appraisal Form

Effective Date:	Second Level Supervision Signature:	HR Signature:
-----------------	-------------------------------------	---------------

Employee's Name:		Job Title:		ID #:	
------------------	--	------------	--	-------	--

Reports to:		Job Title:		ID #:	
Second Level Supervision:		Evaluation Period (or Project)			
Department:		Overall Performance Appraisal Score:			0.00
5 = Outstanding 4 = Exceeds Expectations 3 = Meets Expectations 2 = Below Expectations 1 = Poor Performance					

I. Job Summary & Scope:	
------------------------------------	--

II – Employee’s and Supervisor’s Agreement	<p>The statements made on this page, and on the following pages of this "Performance Planning and Appraisal Form" are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. AUB reserves the right to modify position duties at any time, to reflect process improvements and business necessity.</p> <p>We agree to use the accountabilities, criteria, expectations and relative weights mentioned in this document as the basis of performance appraisal</p>
Employee’s Signature & Date:-----	Supervisor’s Signature & Date:-----

Performance Planning and Appraisal Form

Employee Name:	Job Title:	ID #:
-----------------------	-------------------	--------------

III. Critical Functions & Accountabilities: Specific results expected to be achieved during the evaluation period (or project)	Expected Standards / Outcomes	Relative Weight	Score	Weighted Score
A.				Score out of Range
B.				Score out of Range
C.				Score out of Range
D.				Score out of Range
E.				Score out of Range
F.				Score out of Range
G.				Score out of Range
H.				Score out of Range
I.				Score out of Range
J.				Score out of Range
K.				Score out of Range

Performance Planning and Appraisal Form

Employee Name:	Job Title:	ID #:		
<p>L. Service Excellence</p> <p>+Customer Service: Treats staff with courtesy, respect, and concern. Provides prompt services to customers, and responds to opportunities to help others. Investigates inquiries, and provides prompt feedback. Implements, as needed, training programs to guests from outside the department.</p> <p>+Teamwork: Cooperates effectively with colleagues. Endeavors to make others' jobs easier. Adapts to changing conditions in a calm, productive, and flexible manner.</p> <p>+Communication: Listens carefully, and communicates in a clear and specific manner. Maintains appropriate confidentiality.</p> <p>+Safety: Participates in and documents safety duties. Follows prudent fire and other safety practices. Maintains a safe working environment for self and fellow employees.</p> <p>+Housekeeping: Organizes the work area to provide a neat (clean) environment.</p> <p>+Attendance</p>	<p>+Receives attentively and promptly responds to queries or requests for information, assistance or service.</p> <p>+Responds to customers' emails within 24 hours from receiving them.</p> <p>+Returns telephone calls within the same working day.</p> <p>+Treats all customers objectively and consistently in a non-discriminatory manner.</p> <p>+Performs work in a customer-oriented manner to gain customer satisfaction and cooperation.</p> <p>+Demonstrates a high level of responsiveness to clients' present needs and increasing expectations.</p> <p>+Demonstrates a high level of personal care, patience, and understanding in front of customers' demands.</p> <p>+No formal complaints or a decreasing number of complaints from customers.</p> <p>+Demonstrates a high level of cooperation with colleagues.</p> <p>+Communicates clearly and to the point in a friendly and useful manner.</p> <p>+Does not disclose information to unauthorized individuals.</p> <p>+Abides by fire and safety regulations and practices as set by the University.</p> <p>+Work area is always neat and organized.</p> <p>+ Timely arrival and departure from work</p> <p>+ Properly approved vacations and absences</p>	100%		Score out of Range
CRITICAL FUNCTIONS & ACCOUNTABILITIES SCORE:				0.00

Performance Planning and Appraisal Form

Employee Name:	Job Title:	ID #:
-----------------------	-------------------	--------------

To Be Used During The Performance Appraisal Interview

I - Development Plan

Recommend developmental activities, which will improve present job performance, enhance potential, and improve skill base. Determine anticipated target dates, time frames, specific courses or seminars, and topic areas.

Supervisor's Signature:----- Date:-----

II - Employee's Comments

I have read and understood the above Performance Appraisal information

Employee's Signature:----- Date:-----