



**Team Member Performance Review & Professional Development Plan**

Name: \_\_\_\_\_ Date of Review: \_\_\_\_\_  
 Position: \_\_\_\_\_ Date in Position: \_\_\_\_\_

**Core Value/ Job Analyzer**

| Owner/Guest      | Positive/Committed | EQ      | Community | Gets It                  | Wants It | Capacity to Do It |
|------------------|--------------------|---------|-----------|--------------------------|----------|-------------------|
|                  |                    |         |           |                          |          |                   |
| Score: +, +/-, - |                    |         |           | Score: Y (yes) or N (No) |          |                   |
| <b>Bar</b>       | 2 +'s              | 2 +/-'s | No -'s    | All Y                    |          |                   |

- Did Team Member perform above the bar for Core Values/ Job Analyzer (Yes/No): \_\_\_\_\_
- If Yes, Team Member review can continue to the Core Competency Section below.
- If No, Team Member should be put on action plan to improve, and be reviewed at 30, 60, and 90 days from the date of review
  - Today's Date: \_\_\_\_\_
  - 30 Day Date: \_\_\_\_\_
  - 60 Day Date: \_\_\_\_\_
  - 90 Day Date: \_\_\_\_\_

**Performance Evaluation**

**Core Competencies**

Summary:

|   |                   |  |
|---|-------------------|--|
| 5 | Excellent         | Exceptional proficiency in all aspects of a task or role with virtually no exceptions to the rule. You are the definition of the rule and set the bar much higher than most will achieve. You are more than ready for the next challenge Hillman Beer can offer you. |
| 4 | Good              | Performance exceeds requirements in quality, quantity, duration or all of the above. A 4 is no easy task, you are a virtuoso among your peers. It takes stamina, determination and a strong work ethic to get here.  |
| 3 | Acceptable        | Meets requirements. You are performing this task or role up to the already high standards of Hillman Beer. You are a high performer and should feel proud. Thank you!!   |
| 2 | Needs Improvement | A 2 is common for team members while in training and new to Hillman Beer or new to a role. Proficiency in this task or role will be gained with additional time and training.  |
| 1 | Unacceptable      | Performance is far below standards and immediate recurrent training is required. Tasks or roles performed at this level MUST be accompanied by a manager.  |

**\*Reviewing Manager:** All scores of 4 or 5 require at least two examples of behavior that justifies the score. Please include dates, times, locations and any other pertinent details required.

| Action Oriented   | 1                        | 2                        | 3                        | 4                        | 5                        | Comments |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------|
| <ul style="list-style-type: none"> <li>- Demonstrates enthusiasm, drive and determination to get ahead</li> <li>- Pursues goals energetically</li> <li>- Shows self-confidence and an optimistic outlook</li> <li>- Acts on own initiative &amp; assumes additional tasks without instruction</li> <li>- Takes responsibility for one's own work</li> <li>- Work is thorough, accurate, and pays attention to detail</li> </ul> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

| Adaptability & Collaboration   | 1                        | 2                        | 3                        | 4                        | 5                        | Comments |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------|
| <ul style="list-style-type: none"> <li>- Shows awareness of own strengths and weaknesses</li> <li>- Works comfortably in uncertain conditions and accepts new ideas</li> <li>- Changes views or behaviors in accordance to changing circumstances</li> <li>- Identifies personal development needs</li> <li>- Seeks opportunities to improve; Absorbs new information</li> <li>- Maintains stable performance under pressure</li> <li>- Uses criticism constructively</li> </ul> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

| Communication  | 1                        | 2                        | 3                        | 4                        | 5                        | Comments |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------|
| <ul style="list-style-type: none"> <li>- Encourages communication with others</li> <li>- Shares information with others and clearly expresses opinions</li> <li>- Listens and takes others' feelings and views into consideration</li> <li>- Admits to mistakes</li> <li>- Maintains relationships at all organizational levels, as well as demonstrates positive relationship with supervisor</li> <li>- Communicates effectively through company-mandated channels (email, text, 7Shifts)</li> </ul> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

| Technical Skills of the Position  | 1                        | 2                        | 3                        | 4                        | 5                        | Comments |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------|
| <ul style="list-style-type: none"> <li>- Performs the duties of the position thoroughly and proficiently</li> <li>- Maintains an organized work space</li> <li>- Sources outside tools and information to continue Hillman's progression toward increased organization</li> <li>- Complies with the requirements of the job description</li> <li>- Strives to exceed expectations in areas of the role</li> </ul> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

| Integrity  | 1                    | 2                    | 3                    | 4                    | 5                    | Comments |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|----------|
| <ul style="list-style-type: none"> <li>- Acts with clear ethics and values</li> <li>- Acts as model of high standards of behaviour</li> <li>- Maintains confidentiality and upholds agreements</li> <li>- Relates to people from different 'walks of life'</li> <li>- Maintains a balance between work and personal life</li> <li>- Keeps own emotions in check / personal feelings do not disrupt work</li> </ul> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |          |

| Interpersonal Skills & Teamwork   | 1                    | 2                    | 3                    | 4                    | 5                    | Comments |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|----------|
| <ul style="list-style-type: none"> <li>- Uses appropriate interpersonal styles and identifies with others</li> <li>- Works in a team; easily builds rapport</li> <li>- Helps others through difficult times</li> <li>- Shows tolerance for others' viewpoints</li> <li>- Supports the team</li> </ul> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |          |

| Time & Task Management   | 1                    | 2                    | 3                    | 4                    | 5                    | Comments |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|----------|
| <ul style="list-style-type: none"> <li>- Manages time effectively and shows punctuality</li> <li>- Completes tasks on time / Systematically structures work activities</li> <li>- Follows company policies and departmental service standards</li> <li>- Shows organizational commitment</li> <li>- Shows receptiveness to being managed; Demonstrates detailed job knowledge, manual ability and technical expertise in one's own area</li> <li>- Continues to be productive during the work day</li> </ul> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |          |

| Guest Focus / Quality   | 1                    | 2                    | 3                    | 4                    | 5                    | Comments |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|----------|
| <ul style="list-style-type: none"> <li>- Smiles, greets guest</li> <li>- Uses guest name</li> <li>- Thanks guest and invites them back</li> <li>- Delivers personalized service quickly and efficiently</li> <li>- Shows empathy and understanding</li> <li>- Ensures that professional quality work standards are met</li> </ul> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |          |

| Health & Safety  | 1 | 2 | 3 | 4 | 5 | Comments |
|--|---|---|---|---|---|----------|
| <ul style="list-style-type: none"> <li>- Demonstrates an active concern for Health &amp; Safety matters</li> <li>- Shows care and attention towards equipment and property</li> <li>- Follows procedures in reporting accidents, hazards and faults</li> <li>- Demonstrates a care for personal health &amp; well-being</li> </ul> |   |   |   |   |   |          |

| Dress Code & Personal Presentation   | 1 | 2 | 3 | 4 | 5 | Comments |
|--|---|---|---|---|---|----------|
| <ul style="list-style-type: none"> <li>- Adheres to Hillman Dress Code Policy</li> <li>- Presents a professional appearance and image to guests, owners and colleagues</li> <li>- Demonstrates a vitality and energy with a positive approach</li> </ul> |   |   |   |   |   |          |

TEAM MEMBER'S CAREER OBJECTIVES / OVERALL COMMENTS:

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| Performance Summary  |                                    | Summary Score | Out Of | Total     |
|--|------------------------------------|---------------|--------|-----------|
| Core Competencies  | Action Oriented                    | =             | / 5    |           |
|  | Adaptability                       | =             | / 5    |           |
|  | Communication                      | =             | / 5    |           |
|  | Technical Skills                   | =             | / 5    |           |
|  | Integrity                          | =             | / 5    |           |
|  | Interpersonal Skills & Teamwork    | =             | / 5    |           |
|  | Time & Task Management             | =             | / 5    |           |
|  |                                    | =             |        | / 35      |
|  | Guest Focus/Quality                | =             | / 5    |           |
|  | Health & Safety                    | =             | / 5    | +         |
|  | Dress Code & Personal Presentation | =             | / 5    |           |
|  |                                    | =             |        | / 15      |
| TOTAL PERFORMANCE EVALUATION   |                                    |               |        | =         |
| Divide Total Performance Evaluation By 10 (Total Number of Criteria) |                                    |               |        | ÷         |
|  |                                    |               |        | <b>10</b> |
| <b>OVERALL EVALUATION</b>  |                                    | =             |        |           |

|                   |          |            |      |           |
|-------------------|----------|------------|------|-----------|
| Needs Development | Marginal | Acceptable | Good | Excellent |
| 1                 | 2        | 3          | 4    | 5         |

MANAGER'S OVERALL COMMENTS & REASONS FOR RATING:

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**TEAM MEMBER'S PROFESSIONAL GOALS:**

| Goal | Action Steps | Target Date |
|------|--------------|-------------|
|      |              |             |
|      |              |             |
|      |              |             |
|      |              |             |

**Recommendations for Financial Raise and/or Promotion and/or Professional Growth:**

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Salary Raise: \_\_\_\_\_

Position: \_\_\_\_\_

By When: \_\_\_\_\_

Team Member's Signature & Date \_\_\_\_\_

Manager's Signature & Date \_\_\_\_\_

Manager's Signature & Date \_\_\_\_\_

