



2010 Summer Youth Employment and Learning Program Employee Performance Review

Directions: The employee performance review should be completed twice during the course of the worksite placement. There are 6 competencies, with specific objectives detailed for each. There are 4 possible ratings, from “unsatisfactory” to “exceeds expectations.” Complete the employee information section and indicate which review is being completed. Rate each **overall** competency by circling the appropriate rating number. Enter any additional comments. Sign and date the review, then return to the provider.

Employee Information

Employee Name: _____ Job Title: _____

Employer/Worksite Name: _____ Supervisor: _____

Initial Review

Final Review

Ratings

- (1) = Unsatisfactory** – Demonstrates little to no knowledge of the skill, objective or behavior indicated. Performance in this area is not adequate for this position.
- (2) = Needs Improvement** – Beginning to display knowledge of the skill, objective, or behavior indicated but only partially meets performance standards in this area for a person in this position.
- (3) = Meets Expectations** – Consistently displays the skill, objective, or behavior indicated and regularly meets job requirements in this area.
- (4) = Exceeds Expectations** – Regularly performs to the highest standard in this skill, objective, or behavior indicated.

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|---|----------|----------|----------|----------|
| 1. Appropriate Workplace Practices | 1 | 2 | 3 | 4 |
| <ul style="list-style-type: none"> • Habitually arrives on time and does not leave early. • Arrives prepared to work and dressed and groomed appropriately. • Provides sufficient notice if unable to report for work. • Has limited absences from work. • Completes assigned work accurately and on time. • Completes work that is up to standard for the position and project. • Refrains from using cell phones or other electronic devices at inappropriate times. | | | | |
| 2. Personal Attitude On-the-Job | 1 | 2 | 3 | 4 |
| <ul style="list-style-type: none"> • Is a self-starter and self-motivated. • Demonstrates self-management, dependability and positive attitude. • Controls emotional outbursts. • Demonstrates honesty and integrity. • Demonstrates flexibility and adaptability. • Understands and can adapt to workplace culture. • Follows job safety and health rules. | | | | |

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|--|----------|----------|----------|----------|
| 3. Interaction with Co-workers and Supervisor | 1 | 2 | 3 | 4 |
| <ul style="list-style-type: none"> • Works well on a team and in a team environment. • Demonstrates willingness to work in a cooperative manner. • Ability to work well with coworkers without supervisor present. • Ability to work well with people from culturally diverse backgrounds. • Develops and maintains productive group relations. • Cooperates with others and accepts supervision. • Provides accurate, courteous and timely information, including responding to comments and questions. | | | | |
| 4. Communication and Listening Skills | 1 | 2 | 3 | 4 |
| <ul style="list-style-type: none"> • Makes and maintains good eye contact. • Enthusiastic voice and demeanor. • Able to speak professionally and speak so others can understand. • Appropriately addresses others, either in person, by telephone, e-mail or other means. • Uses language appropriate to the environment, both in person, on the phone and on email. • Able to actively listen, lets others finish speaking, responds appropriately and asks follow-up questions. • Accepts direction and feedback with positive attitude through appropriate verbal and non-verbal communication skills. • Takes initiative to ask questions for clarification when needed. | | | | |
| 5. Problem Solving Skills | 1 | 2 | 3 | 4 |
| <ul style="list-style-type: none"> • Asks good, appropriate questions. • Prioritizes workload. • Interprets information and uses it appropriately. • Can read and follow multi-step directions. • Ability to learn, reason and think creatively. • Ability to make appropriate and reasonable decisions. | | | | |
| 6. Customer Service Skills | 1 | 2 | 3 | 4 |
| <ul style="list-style-type: none"> • Able to deal calmly with difficult or upset clients. • Demonstrates the ability to help solve customer problems. • Can make appropriate decisions about which problems to handle and when to escalate a problem to a manager. | | | | |

Overall Rating (total number of points from above): _____ out of 24 Points

Additional Comments (use another sheet if needed):

Worksite Supervisor's Signature

Date

Employee's Signature

Date

SYELP Provider's Signature

Date