Performance Appraisal Form

Position: Cleaning Associate (Includes, Cleaners, Janitors, Environmental Team Members)

Name of Employee ________________________________________________ Date __________________

Job Title _______________________________________________ Location _________________________

Supervisor _______________________________________ Length of time in This Position ______________

A. TYPE OF REVIEW: ___ End of Orientation Period ___ Regularly Scheduled ___ Special

B. GUIDELINES TO THE RATER:

Performance Appraisals are essential to the growth and development of each employee. Employees want and need the information supervisors can provide. Continuous improvement in performance is essential to the success of our business. Keep in mind that the primary reason we provide performance appraisals is to help employees improve their performance. Our number one goal is to assure the employees have the opportunity to be success.

Remain objective. Review the critical factors that create biased performance appraisals before you begin this review. These are called “Rater Bias.” Be frank and open as you go over the review with the employee. Encourage questions and make recommendations. This is a feedback and coaching session. Agree on deadlines for the coaching and improvement plan, if a coaching plan and improvement is needed.

C. INSTRUCTIONS TO THE RATER:

This form identifies the duties and tasks associated with this position. You will assign a rating to each competency based on your opinion of the employee’s ability to perform the tasks associated with the duty and the quality of the work performed.

Keep in mind that you will be evaluating whether the employee CAN do the job (knowledge, skill, ability) and whether the employee WILL do the job (initiative, motivation, cooperation and results). Supply one copy of the Appraisal to the employee after it has been reviewed by the next level manager. Send the original to the Human Resources Department for the employee file. Attach copies of any Performance Improvement Plan you create to supplement the appraisal.

D. THE RATING SYSTEM:

This appraisal form contains the duties and tasks that demonstrate proficiency in this position. Place a check mark (√) by each of the tasks the employee has mastered. Place a plus sign (+) by each of the tasks the employee has not yet mastered. To earn a check mark (√), the employee must be both able and willing to perform the task.

TITLE OF THE POSITION BEING EVALUATED: Cleaning Associates

The Cleaning Associate is responsible for general cleaning and maintenance of building. Regularly cleans work areas and common areas throughout the building.
E. COMMITMENT TO ESSENTIAL DUTIES AND TASKS

1. Cleans Restrooms
   ___ a. Scrubs toilets
   ___ b. Wipes off sinks
   ___ c. Wipes off mirrors
   ___ d. Polishes chrome
   ___ e. Mops floors
   ___ f. Replaces paper products
   ___ g. Refills soap dispenser
   ___ h. Cleans stall walls
   ___ i. Takes out trash

2. Cleans Floors
   ___ a. Sweeps/Vacuums floors
   ___ b. Shampoos carpets
   ___ c. Spot cleans carpets
   ___ d. Mops up spills
   ___ e. Assures that floors are free of trash and other debris

3. Does General Cleaning
   ___ a. Dusts baseboards
   ___ b. Dusts and applies furniture polish to office furniture
   ___ c. Cleans windows
   ___ d. Takes trash out of building to appropriate containers
   ___ e. Dusts office equipment
   ___ f. Washes down walls and woodwork

4. Follows policies and rules
   ___ a. Comply with all safety rules
   ___ b. Follows directions for the safe use of cleaners and other potentially hazardous materials
   ___ c. Informs supervisor of needs for supplies
   ___ d. Wear safety equipment as directed
   ___ e. Use seatbelts in vehicles
   ___ f. Observe no smoking rules

F. COMMITMENT TO THE SUCCESS OF THE ORGANIZATION

1. Focus on the Customer
   ___ a. Demonstrates awareness of customer importance
   ___ b. Understands customers needs
   ___ c. Treats internal customers with same courtesy as external customers
   ___ d. Seeks new ways to improve service to customers

2. Focus on Teamwork
   ___ a. Demonstrates commitment to shared team goals
   ___ b. Helps co-workers to succeed
   ___ c. Does equal share of the work
   ___ d. Balances personal interests with the needs of the team
   ___ e. Is present and on time to meet the team responsibilities

3. Focus on Quality
   ___ a. Takes person responsibility for producing high quality work
   ___ b. Sets high standards for self
   ___ c. Produces high quality work
   ___ d. Consciously avoids waste of time, effort, materials and equipment
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G. COMMITMENT TO LEARNING

Employees benefit from continuous learning. Comment below on what the employee has done during the period for which performance is being reviewed to improve or upgrade job skills, interpersonal skills, or communications.

H. COMMITMENT TO LEADERSHIP

(Complete this section only for those employees in leadership positions)

1. Establish Plans
   ___ a. Develop plans that are appropriate and effective
   ___ b. Accurately assesses resource needs
   ___ c. Develops contingency plans
   ___ d. Integrates planning efforts with other departments
   ___ e. Involves employees in planning

2. Structure and Staff
   ___ a. Selects most appropriate person
   ___ b. Selects to build a team
   ___ c. Provides for staff continuity

3. Develops Systems and Processes
   ___ a. Identifies and implements effective processes and procedures
   ___ b. Seeks out efficiencies
   ___ c. Assures systems do not burden other departments

4. Manages Work Activities
   ___ a. Assigns work appropriately
   ___ b. Delegates to and empowers others
   ___ c. Removes obstacles for employees
   ___ d. Contributes resources employees need

5. Coordinates Execution
   ___ a. Helps employees succeed
   ___ b. Conveys clear goals and expectations
   ___ c. Is accessible to employees
   ___ d. Coordinates work efforts
   ___ e. Monitors progress
   ___ f. Takes action to correct problems

6. Coaches and Develops Employees
   ___ a. Accurately assesses employee’s strengths and weaknesses
   ___ b. Gives timely feedback
   ___ c. Provides challenging assignments
   ___ d. Willingly and eagerly shares knowledge
   ___ e. Provides training opportunities
__ f. Empowers employees to act

7. **Measures Results and Control**
   __ a. Establishes measurable criteria that supports organizational objectives
   __ b. Uses facts to take action
   __ c. Trains employees to self-manage
   __ d. Reviews progress with employees

I. **COACHING PLAN:**

Write a coaching plan for each improvement needed, using the example as the model. Use additional paper as needed

**EXAMPLE:**

Employee often does not finish work on time. The problem appears to be inability to multi-task.
Coaching and Improvement Plan: The employee will be enrolled in a time and organizational management class within 30 days and will be allowed work job shadow for two days with Carol Mortenson, who has excellent time and organizational management skills. This performance issue will be re-visited within 60 days to provide feedback to the employee.

Duty _________________________________________________________________________________

Coaching and Improvement Plan:
___________________________________________________________________________________
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Duty _________________________________________________________________________________

Coaching and Improvement Plan:
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Duty _________________________________________________________________________________

Coaching and Improvement Plan:
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Duty _________________________________________________________________________________

Coaching and Improvement Plan:
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J. ADDITIONAL RECOMMENDATIONS OR COMMENDATIONS BY THE RATER:

Use this section to offer any additional suggestions to the employee that will improve job performance, communications skills or interpersonal relationships. This is also the appropriate place for commendation the employee deserves.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

K. OVERALL EVALUATION:

Employee is unable or unwilling to meet the standards of the job at this time: _____

Employee is performing at the standard expected at this time: _____

This is an exceptional employee who exceeds the standard expected of the job: _____

Signature of Reviewer: ___________________________ Date:_________________________

APPROVING MANAGER: Your responsibility is to review this appraisal prior to the time it is discussed with the employee. Please look for completeness, consistency and fairness. Please sign below when you feel this appraisal meets your expectation and the appraisal interview should be held with the employee.

Approving Manager: ___________________________ Date:_________________________

L. EMPLOYEE COMMENT SECTION:

Please review your appraisal carefully and reflect on the comments and recommendations of your supervisor. Make comments below regarding the content of the performance review document, the process or the outcome.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Your signature is an acknowledgement that you have seen this appraisal and it has been discussed with you. It in no way implies agreement with the review.

Employee Signature___________________________ Date:_________________________