

**BAHAMAS MINISTRY OF TOURISM
PERFORMANCE APPRAISAL FORM**

NON-MANAGEMENT STAFF

Policy Statement

Ministry of Tourism believes in regularly scheduled performance appraisals for employees. The appraisal shall be a formal written document and is done to assist the employee in his/her development and to provide the basis for compensation, promotion, transfer, and retention. This process assumes, and it is a supervisory responsibility, that mutually agreed upon standards for each of the areas will be set and used to determine whether an employee does or does not meet standards. The overall evaluation will be conducted on a job related basis, and will consider both supervisory observation and input from the employee.

It is the organization's responsibility to monitor employees' efforts continuously through communication and counseling, and ensure that the written appraisal is accurate, representative, and relevant to the entire appraisal period.

An employee's performance is confidential and will be guarded from inappropriate disclosure. Completed appraisal forms, and their content, should not be discussed outside authorized management channels. Employees should refrain from discussion of appraisals, compensation, promotion, retention, or similar confidential data with other employees. All employees must receive a copy of the completed appraisal for their own records.

Employee Name:

Job Title:

Scale:

Appraisal Period:

Appraising Manager/Supervisor:

Department Head's Concurrence:

Date Completed:

Interview Date:

INSTRUCTIONS:

Rate the employee on the job behaviors inside this form and circle the number corresponding to the most appropriate response:

1. **NEEDS IMMEDIATE IMPROVEMENT** – Not performing to the requirements of the job. Needs a high degree of supervision and direction. May not have background to grasp the work. Needs to be aware of performance deficiencies and work immediately to correct.
2. **APPROACHING STANDARDS** – Usually performs at or close to job requirements, however, needs supervision for complete and on time results.
3. **EXCEEDS OBJECTIVES** – Employee exceeds performance objectives on a regular basis. Employee is making a valuable contribution to the company. Errors are infrequent and are typically detected and corrected by the employee.
4. **EXCEPTIONAL** – Employee consistently exceeds performance objective with virtually no detected preventable/controllable errors. Makes significant contributions well beyond normal job responsibilities. Individual requires little direction or supervision.

COMMENTS MUST BE ADDED REGARDING EACH CRITERION TO EXPLAIN OR ILLUSTRATE THE JOB BEHAVIOR.

JOB KNOWLEDGE – Consider the depth and breadth of information concerning work duties, processes and (Organization) procedures, which are required for competent performance.

- 1 Lacks understanding of many aspects, makes little effort to upgrade self.
- 2 Lacks knowledge of some procedures and/or duties, makes an effort to improve.
- 3 Has necessary knowledge level and works to keep it current.
- 4 Has broad knowledge base of own job (Organization) as a whole, takes advantage of every opportunity to improve self.

Comments:

INTERPERSONAL RELATIONSHIPS – Consider relationship with staff, management, vendors, and customers.

- 1 Does not demonstrate interest in other needs, concerns or work.
- 2 Occasionally places operational tasks above others needs or concerns. Needs to value people more highly.
- 3 Interacts well with others. Acts effectively and cooperatively to solve problems in a timely fashion. Knows value of good service and positive interactions.
- 4 Treats others as top priority; clearly communicates their importance; demonstrates effort to meet all requests and needs.

Comments:

COOPERATION/TEAMWORK – Consider the willingness to assist others, contribute to harmony, and work toward common goals.

- 1 Exhibits unwillingness to work with others, not seen as a team player, can be an obstacle to accomplishing goals.
- 2 Prefers to work independently, not quick to share information, resources or efforts, but will when asked.
- 3 Understands and supports concept of teamwork and is quick to volunteer to assist others.
- 4 Exceptional at building work teams and consensus. Always has time and energy to give others. Creates very harmonious work environment.

Comments:

COMMUNICATION AND TEMPERAMENT – Consider level of communication skills. Also consider ability to adjust skills to multitude of personalities and circumstances.

- 1 Exhibits poor communication skills; needs substantial improvement to be effective. Fails to notify others of critical issues or incidents. Has difficulty maintaining emotional balance.
- 2 Communication requires effort. Is not comfortable with some interactions. Unsure when others should be notified of events. Retains even emotional keel in most circumstances.
- 3 Effective in expressing and understanding ideas and instructions both written and verbal.
Communicates clearly with staff, management, vendors and customers. Maintains good behavior balance even when situation is difficult.
- 4 Exceptional communication skills. Relates positively with everyone. Outstanding capacity to maintain sense of humor , perspective, and is a calming influence.

Comments:

ACCURACY/QUALITY – Consider correctness and thoroughness of work results when compared to established procedures and methods.

- 1 Makes errors in judgment and work is inconsistent with desired quality.
- 2 Usually accurate; makes occasional mistakes.
- 3 Requires little checking; is exact, precise and complete most of the time.
- 4 Requires virtually no checking; accuracy and quality of work are a priority.

Comments:

LEARNING CAPABILITY – Consider speed with which new routine and explanations are comprehended, and the ability to retain new knowledge.

- 1 Requires repeated and detailed instructions and explanations.
- 2 Grasps instructions after explanation and opportunity to try out.
- 3 Learns rapidly and retains instructions. Readily agreeable to change.
- 4 Exceptionally fast to learn and adjust to changing conditions.

Comments:

ATTENDANCE – is faithful in coming to work daily, on time and conforming to work hours.

- 1 Lax in attendance and/or reporting for work on time.
- 2 Usually present and on time.
- 3 Promptness and attendance at standard.
- 4 Exceptionally reliable in this area.

Comments:

INITIATIVE – Consider the tendency to contribute, develop and/or carry out new ideas or methods.

- 1 Rarely initiates or suggests new approaches, prefers no change.
- 2 Show initiative occasionally, needs to improve.
- 3 Is resourceful, suggests or implements change and improvements.
- 4 Frequently suggests new methods; is very imaginative and creative, acts on own initiative to accomplish assignments or identify work to be done.

Comments:

QUANTITY OF WORK – Consider the volume of work an individual does during a shift as compared to the volume of the whole job.

- 1 Unable to keep pace with expected workload.
- 2 Meets standards of output on some occasions, but not on consistent basis.
- 3 Meets requirements of work expected.
- 4 Usually completes more than expected without any sacrifice of quality.

Comments:

MINISTRY OF TOURISM PERFORMANCE APPRAISAL
GOAL SETTING AND PLANNING FOR NEXT PERFORMANCE PERIOD

Date:

Name:

JOB RELATED GOALS	STEPS NECESSARY TO ACHIEVE GOALS	COMPLETION DATE/COMMENTS
PROFESSIONAL DEVELOPMENT GOALS		

Overall Rating: Put "X" where description most closely approximates this person's total impact on the organization.

- | | |
|--|---|
| <input type="checkbox"/> Needs Immediate Improvement | <input type="checkbox"/> Exceeds Objectives |
| <input type="checkbox"/> Approaching Standards | <input type="checkbox"/> Exceptional |

Supervisor/Manager

Date

EMPLOYEE ACKNOWLEDGEMENT:

_____ I have read my job description, understand the principal accountabilities of my position, and understand that this appraisal is based upon my performance in my position.

_____ I have read the appraisal and have discussed its contents with my supervisor. I wish to make the following comments.

Your signature does not imply that you are in agreement with any or all of the evaluation remarks, only that you have been given an opportunity to participate in the process and have seen this review.

Employee Signature

Date