

**Gurnee Park District  
Customer Service 20-day Evaluation**

Employee Name:		Date:	
Evaluator Name:			

	4 = Above and beyond requirements	3 = Meets requirements	2 = Needs improvement	1 = Does not meet require
<b>SERVE</b>				
<b>Demonstrates flexibility</b>		Exceeds in every area and is willing to work anywhere	Is limited in ability in some areas and/or expresses dislike for certain job duties	Cannot perform all areas of job adequately
<b>Demonstrates a friendly and professional atmosphere</b>	Demonstrates maturity and poise via a friendly and professional atmosphere	Professional & friendly in front of patrons	At times needs to be reminded to be professional	Is unfriendly and unprofessional to patrons/ customers.
<b>OWNERSHIP</b>				
<b>Demonstrates initiative and willingness to improve instructional skills</b>	Seeks feedback from coworkers and managers to improve skills	Accepts and applies feedback to improve skills	Accepts feedback reluctantly and/or does not apply consistently to classes	Resents feedback or does not make an effort to apply feedback
<b>Uses positive and appropriate language</b>		Uses positive and appropriate language	Occasionally has a slip of inappropriate wording or language	Demonstrates little regard for language choice
<b>FUN &amp; FAMILY</b>				
<b>Smiles/approachable</b>		Frequently	Sometimes	Never
<b>Demonstrates patience with difficult patrons</b>	Demonstrates patience with difficult customers while professionally enforcing policies	Demonstrates moderate patience with customers	Needs more patience and professionalism when dealing with customers	Exhibits no patience or professionalism when dealing with customers
<b>Shows confidence when speaking to customers</b>	Shows knowledge of policies and procedures and stands firm but polite when speaking to customers.	Shows knowledge of policies of procedures but at times seems hesitant or unsure of him/herself.	Barely knows the policies and procedures and seems incompetent to patrons.	Does not know any of the policies or procedures.
<b>Communicates well with coworkers</b>	Regularly communicates needs/issues with coworkers and managers	Speaks with coworkers in a professional and helpful manner	Communicates with coworkers but at times in a negative or unproductive manner	Does not communicate with coworkers
<b>INTEGRITY</b>				
<b>Honest/Respectful</b>		Honest and respectful to all staff and patrons at all time	At times, struggles to be respectful to other staff members or patrons or was unintentionally dishonest at any point	Lacks respect towards coworkers or was intentionally dishonest towards fellow staff or patrons
<b>Job Specifics</b>				
<b>Follows and enforces all rules, regulations, and policies</b>	Follows, enforces, and understands all rules, regulations, and policies and is able to accurately explain rules/regulations/policies to patrons and staff	Follows and enforces all rules and regulations consistently for self and patrons	Has a good understanding of rule and regulations but at times, does not uniformly or consistently follow or enforce them	Needs to develop a better understanding of GPD policies and procedures and follow and enforce them repeatedly

<b>Follows all food handling guidelines</b>		Inherently follows all food handling guidelines	Follows all food handling guidelines after being reminded	Rarely follows food handling guidelines
<b>Proficiency in computer and cash handling</b>	Works efficiently on register, knows how to perform every type of transaction without assistance	Works well on register, but at times struggles with efficiency	Struggles on register, constantly asks questions	Cannot work on register
<b>Accuracy of cash handling</b>		Always Accurate	Sometimes inaccurate	Consistently inaccurate
<b>Able to prioritize tasks</b>	Always able to identify importance of certain tasks over others and to do them at the appropriate time	Has a good understanding of the order of operations but needs a little assistance	Struggles to prioritize daily duties, constantly needs guidance on what to do next and when	Cannot prioritize; always needs to be told what to do
<b>Ability to explain and sell pool passes</b>	Is fluent in our season pass policies and is able to independently and accurately explain these to customers.	Has a good understanding of our season pass policies, but sometimes needs a little assistance when communicating with customers	Has limited knowledge in our season pass policies and struggles in communicating with customers.	Does not know any of our season pass policies.
<b>Availability to work</b>		Always available to work and subs frequently.	Takes time off occasionally and/or subs occasionally	Takes time off frequently and/or never subs.
<b>Takes initiative to make decisions/complete tasks</b>	Always completing tasks before being told to do so, an independent worker (i.e. answering phones, interacting with customers)	Occasionally takes initiative to complete tasks, but is inconsistent.	Usually needs to be told what to do, rarely makes his/her own decisions.	Always needs to be told what to do.
<b>Makes customer a priority</b>	Customer is always attended to first, always drops whatever they are doing to assist customer	Customer isn't the priority while already completing other tasks.	Very hesitant to approach customers, passively waits for others to help customers	Never is the first to approach a customer
<b>Able to follow and complete assigned duties/checklist</b>	Follows checklist everyday and is capable of completing all duties	Follows checklist occasionally and is capable of completing most duties	Rarely follows checklist and cannot complete many of the duties	Never follows the checklist
<b>Ability to use all cooking devices and equipment</b>	Can use all cooking devices and equipment without assistance	Can use most cooking devices and equipment without assistance.	Struggles with using some cooking devices and equipment.	Cannot use most of cooking devices and equipment.

**Total Score:** \_\_\_\_\_

**Max possible score: 73**

Additional Comments:

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	<b>Needs Improvement</b>	<b>Meets Expectations</b>	<b>Exceeds Expectations</b>
<b>SERVE</b> (max: 7 points)			
<b>OWNERSHIP</b> (max: 7 points)			
<b>FAMILY &amp; FUN</b> (max: 15 points)			
<b>INTEGRITY</b> (max: 3 points)			
<b>JOB SPECIFICS</b> (max: 41 points)			

Employee Comments: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Evaluator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Aquatic Supervisors Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Form last updated March 2015