



Performance Assessment

Employee:

Position:

Reviewed by:

Date:

Employee Signature:

Ranking: 1 low to 3 high

Organizational Standards: "Focus on Organization" Competencies			Ranking			Recommended Actions	
Performance Standard	Measurement	Observable Behavior	1	2	3	Suggestions for Improvement	Time line
Hospitality	Demonstrate hospitality to support the values and vision of Kah-Nee-Ta	Greets all with smile, friendly, always thanks customer					
		Knows repeat customers and anticipates their needs					
		Asks for feedback from internal & external customers					
Quality/Value	Delivers consistent, high-quality service, which meets the expectations and perceived need of our guests	Proactively asks customers how to make stay memorable					
		Professional appearance, language, behavior always					
		Proactively does work right the first time for everyone					
Safe Environment	Maintains high standards of maintenance, cleanliness, and safety within our property	Acts in a safe manor following all safety guidelines					
		Acts to solve issues of safety, maintenance & cleanliness					
		Owens safety issue until achieve outcome of safe environment					
Organization culture Policies & Procedures	Demonstrates ability to act within organizational guidelines	Dependable, responsible, prompt, here when needed					
		Aligns actions with mission, vision, values, motto of property					
		Speak well of the property, be an ambassador for Kah-Nee-Ta					

Focus on Org. Subtotal			
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Weighted average



Performance Assessment

Employee:

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Organizational Standards: "Focus on Others" Competencies			Ranking			Recommended Actions	
Performance Standard	Measurement	Observable Behavior	1	2	3	Suggestions for Improvement	Time line
Team Work	Fosters a work environment which promotes teamwork and cooperation	Seeks ways to support other team members					
		Positively responds when asked for help by other team members					
		Provides quality products, services, or information					
Communication	Creates clear understandable communication with others	Actively asks questions to gain understanding and knowledge					
		Creates timely conversations on all issues positive & negative					
		Listens well & publicly praises while correcting in private					
Interpersonal Relationships	Builds trusting relationships with others	Seeks ways to learn about & understand others					
		Seeks connections and similarities with others					
		Listens to and is empathetic and caring of others					
Respect	Treats every person with courtesy and respect	Honors differences at the personal & group level					
		Is polite and uses please, thank you, & excuse me					
		Always acts with concern for others feelings, personal space					

Focus on Others Subtotal			
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Weighted average



Performance Assessment

Employee:

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Organizational Standards: "Focus on Self" Competencies			Ranking			Recommended Actions	
Performance Standard	Measurement	Observable Behavior	1	2	3	Suggestions for Improvement	Time line
Attitude	Acts as if onstage at all times while at work	Is positive about work and role in organization at all times					
		Is willing to give others the benefit of the doubt/sees best					
		Open to improvement & input into work or behavior					
Leadership	Is a good role model for others in the organization	Takes ownership for delivery of high levels of hospitality					
		Is willing to embrace change and growth within organization					
		Able to make decisions and solve problems collaboratively					
Personal Integrity	Acts with honesty and integrity	Demonstrates that agreements are always kept					
		Is truthful in all interactions with others and organization					
		Manages all expectations with others, internal & external					
Job Knowledge	Competent and skillful in the hospitality business	Knows and performs all job functions to standard					
		Knows job priorities & is able to quickly assess & act on needs					
		Can help others become confident and competent in job					

Focus on Self Subtotal			
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Weighted average