

HOUSE CLEANER PERFORMANCE EVALUATION

Employee:		Review Date:		Milestone:		
Hire Date:		Role:		Reviewed by:		

THE RECORD - pulled automatically, nothing to type

Surveys (all time)		Attendance issues (90 days)	0	Productivity (last 3 months)		
Avg rating (all time)		Excused (90 days)	0	Company average (same period)		
Negative surveys (all time)		Unexcused (90 days)	0			
Surveys (90 days)		Call outs (90 days)	0			
Avg rating (90 days)		Lates (90 days)	0			
Negative surveys (90 days)		QC checks (90 days)	0			

SCORING - choose 0 to 3 for each

CRITERIA	What it covers	0 Below	1 Achieved	2 Exceeded	3 Far exceeded	SCORE
KNOWLEDGE	Knowledge of the company's vision/mission and cleaning skills, procedures, methods, equipment and materials required to do the job.	Inadequate. Understanding of skills, procedures and methods is insufficient.	Understands and effectively completes normal job routine. Needs little additional training.	Well informed. Completely understands all aspects of the cleaning system.	Sufficient knowledge to effectively instruct others on our cleaning system.	
PRODUCTIVITY	Overall efficiency in getting the job done over time. Based on the monthly productivity report.	Works at extremely slow pace. Poor hourly efficiency. Needs constant follow up.	Works at steady pace. Carries own weight and only occasionally needs help to finish on time.	Works fast. Very efficient and effective. Normally finishes within budgeted time.	Outstanding performer. Extremely efficient. Normally finishes under budgeted time.	
QUALITY	Accuracy and thoroughness of work. Consider client survey ratings, negative surveys, and QC check results.	Poorly completed work. Receives complaints often and/or misses items on QC checks.	Meets quality standards. Responsible for very few complaints.	Consistently high quality. Can be relied on to generate very few complaints.	Highest level of quality performed efficiently. Positive impact on the company's overall quality.	
INITIATIVE	Self-starter, ability to work with minimum supervision, takes initiative in improving job skills.	Shows little initiative. Never volunteers. Requires extra supervision.	Shows initiative in solving non-routine job-related issues. Effective employee.	Wants to master all facets of the job. Takes initiative to perform at peak efficiency. Volunteers often.	Goes above and beyond to build client satisfaction and trust. Can be relied on to help solve problems.	
COOPERATION & COMMUNICATION	Contributing to team efficiency and communicating with team members, field manager, office staff and clients.	Frequently has issues with co-workers or clients. Receives feedback poorly. Doesn't respond when needed.	Generally cooperative. Accepts direction graciously. Works well with others. Responds as needed.	Very cooperative. Good team player. Can be counted on to help out. Communicates well and is responsive.	Always works effectively with others. Above-average insight on team and client matters. No communication issues.	

RELIABILITY	Availability, attendance, and being relied on to perform work properly. Consider the attendance record.	Frequently undependable. Frequent absences, late starts, or short days. Often needs help.	Dependable. Comes to work most days and completes assigned tasks. Needs normal supervision.	Very dependable, even under difficult circumstances. Seldom absent or tardy. Needs little supervision.	Highly motivated and trustworthy. Performs at the highest level without supervision. Excellent attendance.	
SUPPLY MANAGEMENT	Managing their own supplies and equipment. Keeping stocked ahead of need, caring for the vacuum and other equipment, and using supplies efficiently.	Runs out of supplies. Loses or overuses supplies. Poor vacuum care. Cannot be relied on to keep themselves stocked.	Usually keeps themselves stocked. Occasionally runs short or needs reminding about vacuum care.	Stays stocked ahead of need. Takes good care of the vacuum and equipment. Supplies organized, nothing lost.	Exceptionally organized. Never runs short, equipment in excellent condition, and a good example to others.	
					TOTAL POINTS	0

RATING DETERMINATION

22 - 24 points	Exceeded job requirements in all major areas				\$0.50	
14 - 21 points	Exceeded job requirements in several important areas				\$0.35	
8 - 13 points	Achieved job requirements				\$0.25	
0 - 7 points	Below job requirements				No raise	
Score	0					
Raise earned						
Current hourly rate		<i>type this in from Gusto</i>				
New hourly rate						
Effective payday		<i>type the date</i>				

THE CONVERSATION

STRENGTHS AND DEVELOPMENT NEEDS

Accomplishments and strong points. Then areas where improvement or more training is needed.

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WORK PLAN FOR THE COMING PERIOD

Objectives for the next review period, with standards and target dates agreed together.

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EMPLOYEE COMMENTS						
<i>In the employee's own words.</i>						
ACKNOWLEDGEMENT						
This review was discussed with the employee on the date below. Acknowledgement does not imply agreement with the ratings.						
Employee name						
Reviewed by						
Date discussed						