**Illini Union**

**University Of Illinois at Urbana-Champaign**

# Performance Appraisal – Service/Supporting Staff

Employee Name:       Date:

Department:       Review Period:

Job Title:       Reviewed By:

**Instructions:**

Using the *Performance Appraisal Rating Definitions*, carefully analyze employee’s performance under each category and write the number in the box that best reflects the employee’s performance over the period of time being reviewed. 5 = Exceptional; 4 = Superior; 3 = Meets Expectations; 2 = Needs Improvement; 1 = Unsatisfactory. If factor is not applicable please enter N/A. Cite specific examples to justify your rating or to indicate developmental needs. **Whole or half numbers ONLY should be used.**

**Performance Factors:**

**1. Quality of Work –** Accuracy, neatness and thoroughness. Quality of customer service delivered to internal and/or external customers, including level of courtesy/politeness given to others. Consistent/reliable. Rating Justification (provide examples):

**2. Quantity of Work –** Volume of work regularly produced meets job demands. Rating Justification (provide examples):

**3. Working Relations –** Ability to work/get along with co-workers, supervisor, and accept constructive criticism. Interaction with others in the performance of his/her job. Cooperation with management and co-workers by having positive influence. Team player. Rating Justification (provide examples):

**4. Communications –** Ability to listen, to express thoughts and ideas to others, and present information, written and/or verbal, that is clear and understandable. Shares information with others as appropriate. Rating Justification (provide examples):

**5. Job Knowledge –** Knowledge of job duties, work procedures, sales/service information. Application of knowledge to practical situations. Understands job duties. Dependable. Rating Justification (provide examples):

**6. Problem Solving/Adaptability –** Ability to use appropriate resources to resolve customer questions/problems; responsiveness to customers. Ability to apply appropriate resources in new ways; willingness to adjust to changing conditions, procedures, workload(s). Rating Justification (provide examples):

**7. Work Habits –** Use of work techniques that are consistent with regulations, policy and procedures, including dress code. Attention to safety rules. Organization of the work areas and maintenance of equipment. Rating Justification (provide examples):

**Performance Summary:**

### Overall Performance Rating

|  |  |
| --- | --- |
| Sum of ratings | Sum of ratings / 7 = Overall rating |

**Comments** (including strengths and areas for growth/improvement):

**Specific goals and action plans** (for up coming review period) **and target dates**:

This performance evaluation has been discussed with me. My signature does not necessarily constitute agreement with the evaluation, but rather acknowledges the discussion of the evaluation.

**Approvals/Signatures:**

Employee Date

Supervisor/Manager Date

Director/Associate/Assistant Director Date

Human Resources Director Date

**Supervisor only:**

(Please mark one)

\_\_\_\_ Reviewed job description with employee. Job description is current.

\_\_\_\_ Reviewed job description with employee. Job description has been updated. Email copy of

updated job description to Human Resources at [iustaffdevelopment@illinois.edu](mailto:iustaffdevelopment@illinois.edu)