

**PERFORMANCE EVALUATION**

TITLE: Front Office Manager

Name:

Reviewed by:

Circle one:

1 = Not Meeting Expectations

2 = Meeting Expectations

3 = Exceeding Expectations

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| ESSENTIAL FUNCTIONS | PERFORMANCE EVALUATION |
| Effectively develops/trains front office staff technically, and in qualify service behaviors | 1 2 3 |
| Effectively leads processes to ensure associate attitudes of attentiveness and anticipation of guests needs | 1 2 3 |
| Meets with and solicits comments from guests on a regular basis to ensure high level of satisfaction | 1 2 3 |
| Proactively looks for opportunities EVERY DAY to impress our guests | 1 2 3 |
| Drives guest loyalty by ensuring loyalty program sign ups by front desk staff | 1 2 3 |
| Effectively schedules front desk staff to meet needs of business and to optimize guest experience | 1 2 3 |
| Stays within front desk expense budget | 1 2 3 |
| Monitors key control policies from front of the house | 1 2 3 |
| Conducts monthly front desk meetings | 1 2 3 |
| Ensures optimal communication!  The front desk is the hub from which ALL staff communication must come | 1 2 3 |
| Audits nightly reports immediately each morning to ensure accuracy | 1 2 3 |
| Demands excellence from all front desk associates | 1 2 3 |
| Attendance | 1 2 3 |
| Dependability | 1 2 3 |
| Teamwork/Cooperation | 1 2 3 |
| Initiative | 1 2 3 |
| Follow through | 1 2 3 |
| Positive attitude | 1 2 3 |
| Culture champion | 1 2 3 |
| Effective communicator | 1 2 3 |

Additional Comments:

Manager’s Comments:

ASSOCIATE SIGNATURE DATE

MANAGER SIGNATURE DATE