

**PERFORMANCE EVALUATION**

TITLE: Assistant General Manager

Name:

Reviewed by:

Circle one:

1 = Not Meeting Expectations

2 = Meeting Expectations

3 = Exceeding Expectations

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| ESSENTIAL FUNCTIONS | PERFORMANCE EVALUATION |
| Proactive service champion | 1 2 3 |
| Develops associate attitude of attentiveness and proactive anticipation of guests needs | 1 2 3 |
| Effectively trains, counsels, and motivates front office personnel to achieve low turnover rate, highly motivated personnel | 1 2 3 |
| Effectively schedules personnel to ensure exceptional guest satisfaction while staying within labor budget | 1 2 3 |
| Fills in shifts | 1 2 3 |
| Assists in maximizing revenue by supervising the selling of reservations | 1 2 3 |
| Ensures effective cash control policy | 1 2 3 |
| Maintains fluid and effective front office communication and information system through logs, department meetings, shift changes and coaching | 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