**Annual Employee Evaluation Template**

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**Annual Employee Evaluation**

**Company Name**

**Street Address**

**City, State Zip Code**

**Date**

Employee Name:

Evaluation Period:       to

Review Date:

Supervisor’s Name:

# Job Performance:

|  |  |  |  |
| --- | --- | --- | --- |
| **Functional Area** | **Description** | **Employee Rating** | **Manager Rating** |
| 1. Knowledge
 | Understands job functions, requirements, tools, and processes associated with this position. |  |  |
| 1. Execution
 | The ability to ‘get things done’. Follows through on tasks/projects until completion, completes tasks/projects in a timely manner and according to schedule, overcomes obstacles, proposes solutions rather than excuses. |  |  |
| 1. Problem Solving
 | When posed with a problem the ability to develop timely solutions with alternatives. |  |  |
| 1. Process Improvement
 | Improves existing processes to either increase productivity, quality, or customer satisfaction. |  |  |
| 1. Safety
 | Practices safe work habits and encourages others do the same. Identifies ways to improve the safety of the work environment. |  |  |
| 1. Productivity
 | Amount of quality work performed as compared with peers. |  |  |
| 1. Quality
 | Quality of work performed or products produced. |  |  |
| 1. Initiative
 | The initiative to identify work to be performed and perform the work without being directed by others. |  |  |
| 1. Attendance & Punctuality
 | Arrives to work on time, works on days scheduled, and requests time off with sufficient advance notice. |  |  |
| 1. Organization
 | Organized workspace and in the approach to working. |  |  |
| 1. Adaptability
 | Easily adapts to changes in the workplace, requirements, schedule, and priorities. |  |  |
| **Employee’s Self-Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Recommendations** |
| 1)       |
| 2)       |

# Customer/Client Relations:

|  |  |  |  |
| --- | --- | --- | --- |
| **Functional Area** | **Description** | **Employee Rating** | **Manager Rating** |
| 1. Telephone Skills
 | Personable skills answering the phone; being courteous and respectful to the customer/client and fully addressing their needs. |  |  |
| 1. Problem Resolution
 | Solves customer/client problems; clearly defines and understands the problem and fully resolves the problem to the customers’ satisfaction. |  |  |
| 1. Salesmanship
 | Sells to the customer according to their requirements and needs; clearly defines and understands the customers’ requirements and closes the sale which results in a lifetime customer. |  |  |
| 1. Initiative
 | Goes out of their way to satisfy customers/clients;  |  |  |
| 1. Proactiveness
 | Contacts customers/clients proactively; proactively works with customers/clients to prevent problems, answer unasked questions and develop their relationship and loyalty to the company. |  |  |
| 1. Politeness
 | Displays politeness to the customer/client; always says thank you, please, and speaks in a polite tone and manner. |  |  |
| 1. Personal Appearance
 | Proper attire and grooming when meeting with a customer/client; attire matches or exceeds customer/clients’ attire, is appropriate for the environment, neatly groomed giving an appearance of professionalism and respect for the customer/client. |  |  |
| **Employee’s Self-Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Recommendations** |
| 1)       |
| 2)       |

# Communication Skills:

|  |  |  |  |
| --- | --- | --- | --- |
| **Functional Area** | **Description** | **Employee Rating** | **Manager Rating** |
| 1. Verbal
 | Ability to communicate clearly and effectively to others through verbal communication. |  |  |
| 1. Technical Writing
 | Create technical documents which adhere to corporate standards, clearly communicates technical details, and presented in an organized manner. |  |  |
| 1. Creative Writing
 | Ability to influence readers through creative writing resulting in a change in perception of value, urgency, quality, or other abstract qualities. |  |  |
| 1. Influence
 | The ability to influence others through effective communication (verbal, written, illustrative, etc.).  |  |  |
| 1. Presentations
 | Quality, clarity, and effectiveness of presentations. |  |  |
| 1. Relationships
 | Relationships with co-workers, management, suppliers, and customers. |  |  |
| 1. Listening
 | Ability to listen to and understand others, including the practice of active listening. |  |  |
| 1. Negotiation
 | The ability to act in a profession manner and negotiate to gain new opportunities, discover new solutions, resolve disputes, agree upon courses of action, bargaining, or create outcomes which satisfy everyone’s interests. |  |  |
| 1. Facilitation
 | Planning and running effective and impartial meetings which results in consensus in either solving a problem or making a decision; or effectively presenting information.  |  |  |
| 1. Responding to Conflict
 | Ability to resolve a dispute or conflict where all parties are satisfied with the outcome. |  |  |
| **Employee’s Self-Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Recommendations** |
| 1)       |
| 2)       |

# Interpersonal Skills:

|  |  |  |  |
| --- | --- | --- | --- |
| **Functional Area** | **Description** | **Employee Rating** | **Manager Rating** |
| 1. Interaction with Coworkers
 | Works well with co-workers, respects others, and has the respect of others. |  |  |
| 1. Interaction with Supervisors
 | Works well with Supervisors, respects their authority and interacts in a professional manner. |  |  |
| 1. Interaction with Clients
 | Works will with Clients resulting in established and committed relationships with the clients. |  |  |
| 1. Motivational Skills
 | Ability to motivate others which results in the desired outcome (perform a task, change of attitude, etc.) |  |  |
| 1. Leadership
 | To have a vision and to effectively communicate it to others resulting in a change in human behavior. |  |  |
| **Employee’s Self-Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Observations** |
| Strengths |       |
| Weaknesses |       |
| **Manager’s Recommendations** |
| 1)       |
| 2)       |

**Signature Page**

Please print and sign once all sections are completed. The Supervisor will file both electronic and printed copies with the HR Department.

I am signing this form to indicate that I have received it and completed my portion. My signature does not necessarily indicate that I agree with the contents.

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 Employee’s Signature Date

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 Supervisor’s Signature Date