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| --- | --- | --- | --- | --- |
| Name: |  |  | Date: |  |
| Date of last review: |  |  | Date of Employment: |  |
| Person preparing review: |  |  |  |  |

## RATING GUIDE

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| --- | --- |
| **Excellent**- Almost always exceeds expectations; quality of work is highest caliber; greatly exceeds required job criteria. | 9-10 points |
| **Very Good**- Performance almost always meets expectations and exceeds expectations on occasion; always above average work; fulfills job criteria very well; *requires minimal supervision.* | 7-8 points |
| **Adequate**- Performs to expectations most of the time; satisfactory most of the time; fulfills job criteria adequately. | 5-6 points |
| **Needs Improvement**- Does not perform to expectations; satisfactory only on occasion; significant improvement should be achieved to fulfill job criteria*; requires more than normal amount of supervision.* | 3-4 points |
| **Unsatisfactory** - Almost never performs as expected; lacks any proficiency; major improvement is required in order to fulfill job criteria. *If improvement is not met in specified time period, job termination may result.* | 0-2 points |

1. **PUNCTUALITY**: Demonstrates punctuality and dependability. Is consistently on time for all work periods and returning from breaks. Works scheduled hours and is rarely absent. Clocks in and out appropriately.

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| *Rating* |  |  | *Points* |  |

1. **JUDGEMENT:** Able to discern when a pet should be seen and when verbal information will solve the problem.

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| *Rating* |  |  | *Points* |  |

1. **CLIENT COMMUNICATION:** Personable. Greets team members and clients with an upbeat, positive tone and a smile. Maintains a positive, friendly attitude. Conveys warmth and caring. Treats all clients and patients with the utmost respect and care.

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| *Rating* |  |  | *Points* |  |

1. **HOUSEKEEPING:** Work area is always presentable and neat. Watches waiting area to assure that it is neat, clean and odor-free.

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| *Rating* |  |  | *Points* |  |

1. **SCHEDULING:** Schedules appointments, following practice guidelines, after obtaining all necessary data. Prepares any necessary forms, sends out new client information.

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| *Rating* |  |  | *Points* |  |

1. **INITIATIVE:** Assists in identifying and solving various problems related to how the hospital is run. Brings ideas to the supervisor. The employee searches out new tasks and expands his/her abilities professionally and personally.

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| *Rating* |  |  | *Points* |  |

1. **TELEPHONE SKILLS:** Professionally answers the phone in three rings or less. Uses the appropriate greeting. Has a pleasant and cooperative phone voice. Never places a call on hold without the caller’s permission. Returns to calls holding with updated information on how much longer the wait will be. Skillfully answer telephone shopper inquiries following the hospital procedures for phone shoppers.

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| *Rating* |  |  | *Points* |  |

1. **COMPUTER LITERACY:** Shows great proficiency in handling the various computer operations required on a daily basis. Enters information accurately. Runs reports, retrieves information, and updates client records timely and accurately.

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| *Rating* |  |  | *Points* |  |

1. **ACCOUNTING SKILLS:** Is accurate in handling monetary transactions and making change. Is able to complete the daily sheet, deposit slips and records accurately in the computer.

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| *Rating* |  |  | *Points* |  |

1. **KNOWLEDGE:** Possesses the necessary veterinary medical knowledge to be able to answer most client questions. Knows and understands hospital policies and protocol.

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| *Rating* |  |  | *Points* |  |

1. **ATTENTION TO DETAIL:** Employee is a detailed individual in all aspects of his/her job. Small details do not escape his/her attention. Is able to remember low priority items and do them during slack times. Can prioritize job duties well.

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| *Rating* |  |  | *Points* |  |

1. **PROFESSIONAL ATTITUDE:** Possesses strong client service skills.Is able to handle irate clients with relative ease. Remains calm in crisis situations.

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| *Rating* |  |  | *Points* |  |

1. **ACCURACY:** Demonstrates accuracy, thoroughness, neatness and dependability. Writes legibly. Records correct information on records as well as controlled substance log. Files records accurately.

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| *Rating* |  |  | *Points* |  |

1. **DRIVE:** Shows a real desire to achieve excellence in every aspect of job area. Desires to make the job exciting and fulfilling. Is eager to learn new procedures/techniques and is open to change.

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| *Rating* |  |  | *Points* |  |

1. **TEAMWORK:** Works well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.

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| *Rating* |  |  | *Points* |  |

1. **AUTONOMY:** Employee works independently on assigned tasks as well as accepts direction on given assignments.

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| *Rating* |  |  | *Points* |  |

1. **HOSPITAL PROCEDURES:** Follows hospital policies regarding patient admittance, immunizations, discharges, etc. Provides proper instructions, medications and enters reminders into system.

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| *Rating* |  |  | *Points* |  |

1. **CLERICAL DUTIES:** Employee is able to accurately and proficiently perform a variety of clerical duties, mailings, cleaning, organizing reception area, run reports, type correspondence and other documents.

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| *Rating* |  |  | *Points* |  |

1. **MARKETING:** The employee is effective in marketing to and educating the client about vaccinations, parasite control, and other services and products that we provide. Exercises a technical knowledge of products sold.

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| *Rating* |  |  | *Points* |  |

1. **APPEARANCE/GROOMING:** Presents self as professional and dress reflects that presentation to clients. Is always clean and well groomed and wears appropriate uniform/clothing in accordance with job requirements.

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| *Rating* |  |  | *Points* |  |

## OVERALL RATING \_\_\_\_\_ TOTAL POINTS \_\_\_\_\_

**Comments/Recommendations/Goals to Attain**

**This individual has demonstrated positive performance of growth and development in the following areas:**

**Areas where improvement in performance and effectiveness can be shown by this individual:**

**Additional Comments:**

**Future Goals for Employee:**

My employer and/or supervisor has reviewed this evaluation with me. I understand the criteria on which I have been judged and my reviewer has discussed my goals for the future.

Employee Signature: Date:

I have completely reviewed this evaluation with my employee.

Supervisor Signature: Date:

Employer Signature: Date: