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

## RATING GUIDE

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

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

1. **PERSONALITY:** Personable. Greets other co-workers and clients with an upbeat, positive tone and a smile. Maintains a positive, friendly attitude. Conveys warmth and caring.

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

1. **HOUSEKEEPING:** Keeps the surgery and prep rooms neat, orderly, clean, well-stocked and odor-free. Is meticulous about these areas and the image they project to doctors and clients.

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

1. **TECHNICAL SKILLS:** Is very careful about animal handling, drug dosages, anesthetic dosing, and monitoring. Is able to operate and set up all equipment used in daily routine as well as maintain and clean it.

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

1. **TECHNICAL SKILLS:** Employee is knowledgeable and able to practice the principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services and evaluation of client satisfaction.

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

1. **TECHNICAL SKILLS:** The employee is able to skillfully monitor patients during anesthesia, administer fluids, assist in diagnosing, assist in surgery and assist in general and specialized nursing care.

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

1. **COMPUTER:** The employee ensures that vaccination, procedures, notes etc have been documented in the medical record or into the computer. The employee ensures that all procedures rendered during the visit are documented for proper billing.

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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. **PEOPLE SKILLS:** Helps clients quickly and cheerfully. Treats all clients with the utmost respect and care. Is able to endear most clients to the practice through conversation and friendliness.

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

1. **PROFESSIONAL ATTITUDE:** Is able to handle irate clients with relative ease, tact and diplomacy and does not become rattled. Shows prowess and judgment in crises.

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

1. **KNOWLEDGE:** Possesses adequate knowledge of veterinary medicine, particularly our practice’s policies and protocol, to educate and communicate with clients about their pets.

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

1. **ORGANIZATION:** Is able to accomplish all surgeries for the day within the appropriate timeframe, unless otherwise directed by the doctor. Organized patient status lists for the front office and keeps up-to-date. Speaks with doctors in the morning to plan for the day’s activities.

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

1. **ACCURACY:** Demonstrates accuracy, thoroughness, neatness and dependability.Writes legibly. Records correct information on records/treatment board. Keeps radiographs organized and accurately filed.

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

1. **LABORATORY PROFICIENCY:** Is able to perform with accuracy and speed all laboratory tests/procedures. Pays close attention to instructions and quality control.

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

1. **ANIMAL CARE:** Assures all animals are checked often and appropriate information is communicated to the doctor in charge. Communicates well with hospital attendant about the needs of each patient. All patients stay clean and dry at all times.

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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. **MARKETING:** The employee is effective in marketing to and educating the client about vaccinations, parasite control, and other services and products that we provide.

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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. **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* |  |

## 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: