

**Year End Performance Review – Service Craft**

Date of Review: \_\_\_\_\_  
Employee Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Review Period: \_\_\_\_\_  
Supervisor: \_\_\_\_\_

Category	Examples	Comments	Ratings
Attendance & Punctuality	Arrives on time, reliable, follows schedule.		
Cleanliness & Sanitation	Maintains high standards in cleaning areas and equipment.		
Attention to Detail	Work is accurate, thoroughly addresses details.		
Work Efficiency	Completes tasks in a timely manner without sacrificing quality.		
Safety & Compliance	Follows safety protocols and procedures, uses PPE appropriately.		
Teamwork & Cooperation	Works well with others, supports team members.		
Communication Skills	Communicates effectively with team, supervisors and others.		
Customer Service	Is respectful, helpful, and responsive to community/guests.		
Initiative & Problem-Solving	Takes initiative, identifies and resolves issues proactively.		
Equipment Handling & Care	Uses and maintains tools/equipment correctly and safely.		
Judgement & Decision Making	Makes sound decisions under pressure		

**Strengths** (What the employee does well)

**Areas for Improvement** (Where the employee could grow or improve)

**Overall Performance Rating**

Please rate each category on a scale of 1–4:

(1 = Exceeds Expectations, 2 = Meets Expectations, 3= Needs Improvement, 4 = Not Applicable (N/A))

**Employee Comments (Optional)**

**Employee Acknowledgement**

Please review the content of your Year-End review and acknowledge with your signature.

Signature:

Date:

**Manager Acknowledgement**

Please acknowledge completion of the Year-End review process with your signature.

Signature:

Date: