

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: _____