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| PLCB-1678  Rev. 06/2002 | | **PERFORMANCE EVALUATION REPORT FOR STORE PERSONNEL** | | | | | | | | | | PENNSYLVANIA LIQUOR CONTROL BOARD  BUREAU OF HUMAN RESOURCE MANAGEMENT | | | | | | | |
| TYPE REPORT | | | ANNUAL | PROBATIONARY | | | | | INTERIM | | | DATE REGULAR STATUS BEGINS | | | | | | | |
| EMPLOYEE NAME | | | | | | | | | | | | EMPLOYEE NUMBER | | | | | | | |
| CLASS TITLE | | | | | | | | | | | | POSITION NUMBER | | | | | | | |
| ORGANIZATION | | | | | | RATING PERIOD | | | | FROM | | | | | | TO | | | |
| PERFORMANCE FACTORS: Liquor Store Clerks and Cashiers must be rated on Factors 1-11.  Employees with supervisory duties must be rated on all Factors including #12 through #17. | | | | | | | | | | | | ABOVE  STANDARD | | | STANDARD | | NEEDS  IMPROVE-MENT | | BELOW  STANDARD |
| **1. CUSTOMER RELATIONS** Ability to assist and interact with customers in a friendly, professional and  courteous manner; provide prompt and efficient service to customers; and type of customer feedback. | | | | | | | | | | | |  | | |  | |  | |  |
| **2. COUNTER PERFORMANCE** Adherence to sales completion procedures; POS procedures; frequency of  cash discrepancies; voids and other register errors. | | | | | | | | | | | |  | | |  | |  | |  |
| **3. DEPENDABILITY** Degree to which employee can be relied upon to work steadily and effectively. | | | | | | | | | | | |  | | |  | |  | |  |
| **4. QUALITY OF WORK** Completeness; accuracy; neatness; professional or technical proficiency. | | | | | | | | | | | |  | | |  | |  | |  |
| **5. EMPLOYEE RELATIONS** Ability to get along with superiors; subordinates; and co-workers | | | | | | | | | | | |  | | |  | |  | |  |
| **6. INITIATIVE**  Resourcefulness; versatility; originality; ability to conceive of and carry out program  improvements. | | | | | | | | | | | |  | | |  | |  | |  |
| **7. JUDGEMENT**  Independence of action; degree to which an employee acts decisively; frequency with which  employee selects proper course of action. | | | | | | | | | | | |  | | |  | |  | |  |
| **8. PERSONAL APPEARANCE**  Adherence to prescribed dress code. | | | | | | | | | | | |  | | |  | |  | |  |
| **9. ATTENDENCE**  Punctuality in adhering to posted shift schedule; regularity of attendance; and adherence  to leave policy. | | | | | | | | | | | |  | | |  | |  | |  |
| **10. PRODUCT KNOWLEDGE** Employee develops and sustains an understanding of products and product  selection sufficient to provide satisfactory customer assistance. | | | | | | | | | | | |  | | |  | |  | |  |
| **11. SAFETY** Adherence to established standards of store safety. | | | | | | | | | | | |  | | |  | |  | |  |
| **12. SALES & CASH MANAGEMENT**  Care in securing monies; accuracy of deposits; adherence to  established policy and procedures of cash management; effectiveness in establishing/enforcing counter  rules; and maintenance of low inventory losses. | | | | | | | | | | | |  | | |  | |  | |  |
| **13. INVENTORY MANAGEMENT**  Adherence to most current order factors and turn rates; identification of  excess or no-sale stock with subsequent appropriate action; maintaining proper reserve stock; and  initiative in securing items. | | | | | | | | | | | |  | | |  | |  | |  |
| **14. MERCHANDISING**  Implementation of general promotional and merchandising policies; proper items/  posted price; adherence to shelf management/ marketing plans. | | | | | | | | | | | |  | | |  | |  | |  |
| **15. PERSONNEL MANAGEMENT & SUPERVISORY SKILLS** Planning, organizing, delegating work;  scheduling and training of work force; maintaining communication; documentation. | | | | | | | | | | | |  | | |  | |  | |  |
| **16. RECORDS & CORRESPONDENCE MANAGEMENT** Promptness and accuracy of reports and  correspondence; accuracy and currency of records and files. | | | | | | | | | | | |  | | |  | |  | |  |
| **17. COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY** Maintaining a non-discriminatory working  environment without regard to race, sex, national origin, handicap or other non-work related factors. | | | | | | | | | | | |  | | |  | |  | |  |
| **O****VERALL EVALUATION** | | | | | | | | | | | |  | | |  | |  | |  |
| RATER COMMENTS: SEE ATTACHED SHEET – COMMENTS BY THE RATER ARE **MANDATORY** | | | | | | | | | | | | | | | | | | | |
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| EMPLOYEE # | SIGNATURE | | | | | | | TITLE | | | | | | DATE | | | | | |
| **REVIEWING OFFICER COMMENTS** | | | | | | | | | | | | | | | | | | | |
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| EMPLOYEE # | SIGNATURE | | | | | | TITLE | | | | | | DATE | | | | | | |
| I would like to discuss this report with the reviewing officer.  YES  NO | I acknowledge that I have read this report and have been given an opportunity to discuss it with the evaluator. My signature does not necessarily mean that I agree with the evaluation. | | | | | | | | | |  | | | | | | |  | |
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| PERFORMANCE FACTORS - ADDITIONAL COMMENTS | | | | | | | | | | | | | | | | |
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| **EMPLOYEE**: | |  | | | | | | | | | | | EMPLOYEE # |  | | |
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| **RATING PERIOD – FROM:** | | | | |  | | | | | | | | | | | |
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| **Instructions: Prepare in five copies. Provide reasons for those factors rated ABOVE STANDARD, NEEDS IMPROVEMENT or BELOW STANDARD. Refer to your Instruction Manual for guidance.** | | | | | | | | | | | | | | | | |
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| FACTOR # | | |  | **- RATING:** | |  | ABOVE | |  | **NEEDS IMPROVEMENT** | | | | |  | BELOW |
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| **EMPLOYEE SIGNATURE:** | | | | | | | | | | | | **DATE:** | | | | |