

Name _____
(Please Print)

SSRC Key Expectations

- 3 Exceeds ALL expectations
- 2.5 Exceeds MOST expectations
- 2 Meets ALL expectations.
- 1.5 Missed SOME expectations
- 1 Missed ALL expectations



Date _____
Evaluation period Winter 2015-16

Competition Services

Evaluated by: _____
(Please Print)

Share the Steamboat dream!

Final Rating _____

Behaviors and Qualities	Expectations	Rating Criteria	Rating
Service Excellence & Friendliness: We are committed to a service level that exceeds our guests' expectations and will continually strive to improve upon that level of service in a friendly manner.	<ul style="list-style-type: none"> • Provide great guest service and experiences. • Smile and make eye contact with employees and guests of the resort. 10-5 rule. • Provide proactive guest service. Address the guest by name, when appropriate. • Maintain a friendly, fun and positive attitude. • Show respect to guests and co-workers. • Model good attitude and encouragement – limit personal side talk or gossip. • Communicate in a manner that displays interpersonal skills that support effective work relationships. • Solve guest issues, display efforts to mitigate errors. • Look for ways to cross-sell SSRC products and services to enhance the guest experience. 	<p>(3) Proactive, anticipates needs/wants of the guest. Always ready to go! Comes up with ideas to provide the best service possible. Sets the example for Service Excellence. Genuinely friendly and sincere at all times.</p> <p>(2.5) Works positively with guests, co-workers and other departments to achieve, and exceed expectations for guest service. Provides a high level of service. Does a little extra to give the full Steamboat experience.</p> <p>(2) Smiles and greets guests and staff. Follows the 10-5 Rule. Provides the level of service to guests and co-workers that we expect.</p> <p>(1.5) Enthusiasm/friendliness is not consistent. Does not consistently provide expected level of service or support other departments, sometimes approaches situations negatively. May have guest complaints.</p> <p>(1) Fails to achieve the expected level of service, exhibits a non-caring attitude. Regularly exhibits unfriendly, rude or disruptive behaviors. Ignores guest issues.</p>	
Comments			
Honesty / Integrity: We conduct ourselves with honesty and integrity in an environment of mutual respect and trust. "Do the right thing."	<ul style="list-style-type: none"> • Show accountability for all work related actions. • Maintain appropriate level of confidentiality. • Use professional language in the work setting (avoid slang and profanity). • Follow company policies in compliance with HR. • Understand all policies and procedures, including money handling • Be upfront, open and honest, mean what you say. • Follow the "Golden Rule". • Promote SSRC when discussing company issues with third parties, guests, and vendors. • Be discreet; conduct private conversations in non-public places. • Show respect for property and use resources effectively. 	<p>(3) Consistently demonstrates great trust, respect, and work ethic. Promotes company policies. Has great personal integrity. Promotes constructive dialogue.</p> <p>(2.5) Supports and adheres to company policies. Is open, honest, considers the intent of others first, candid with guests and co-workers. Discourages disruptive conversations.</p> <p>(2) Accepts company Policy. Trustworthy, candid and fair. Does not participate in disruptive conversations.</p> <p>(1.5) Creates issues that cause concern about candor and believability, does not follow procedures. "Pushes back" on company policy. Complains to guests, complains about company, co-workers, guests or other departments.</p> <p>(1) Has engaged in hypocritical or dishonest conduct, untrustworthy, disrupts policy or operations. Creates excuses when asked to perform a function, places blame on others. "Badmouths" the company, guests or co-workers.</p>	
Comments			
Safety: We are committed to aggressively managing the inherent risks of our sport and continually improve workplace safety.	<ul style="list-style-type: none"> • Understand and adhere to safety standards • Communicate to manager any safety concerns. • Promote a safe workplace. • Follow security and resort policies. • Encourage and adhere to SlopeWise program, Code of Conduct and Skiers Responsibility Code when on resort property. • Identify report and/or take care of any safety issues. • Keep work area neat and organized; follow end-of-day procedures for equipment. 	<p>(3) Brings safety concerns with a well thought-out suggestion to management, promotes safety to guests and co-workers.</p> <p>(2.5) Makes suggestions for a safer environment, follows safety practices.</p> <p>(2) Is aware of surroundings, reports safety issues to supervisor. Adheres to Code of Conduct.</p> <p>(1.5) Does not acknowledge safety concerns as a priority or report concerns. Inconsistent in adhering to Code of Conduct.</p> <p>(1) Ignores safety issues, doesn't follow safety standards after being told. Does not follow Code of Conduct or breaks Skier Responsibility Code.</p>	
Comments			

<p>Teamwork: Teamwork is essential and may require that departments and individuals set aside functional or personal considerations to achieve common goals.</p>	<ul style="list-style-type: none"> • Support teammates and be aware of what is required for team success. • Demonstrate enthusiasm, encouragement and commitment. • Be understanding of other staffs' job responsibilities. • Seek opportunities to share information with other employees to help them succeed in their jobs. • Take on new responsibilities and projects that will increase your contribution to the company. • Display reasonable willingness to meet department goals by working additional hours, as might be necessary. • Participate in shift and departmental meetings. • Be professional in verbal and written communication with guests, co-workers and management. 	<p>(3) Proactive, excellent, team player, anticipates needs/wants. Helps others without being asked, inspires enthusiasm. Always ready and willing! (2.5) Willing to work different assignments, looks for ways to help co-workers or guests, shows enthusiasm. Flexible with schedule as business needs change. (2) Attends team meetings. Helps when asked, participates as part of the team. Has commitment, manages work load satisfactorily, shows urgency when we are busy. (1.5) Makes excuses, will not help unless requested, occasionally is indifferent to colleagues or guests. Usually does the absolute minimum, does not change pace despite a busy time. (1) Will not help out guests or co-workers. Leaves work undone for others to do, not available for the team.</p>	
<p>Comments</p>			
<p>Knowledge and Problem Solving: Take the extra step to solve problems and work to become more knowledgeable.</p>	<ul style="list-style-type: none"> • Demonstrate job knowledge and make appropriate decisions. • Resolve issues by engaging in constructive, solution-based dialogue. • Voice concerns in a respectful manner. • Take pride in work, confidently accept challenges. • Support the goals of the department. • Attend training, as required. • Know what is happening at the resort. • Adhere to deadlines and maintain strong attention to details. 	<p>(3) A "go to" person. Brings problems with well thought-out solutions to management, knows the business, and anticipates needs. (2.5) Reports problems in a positive way, well-versed in the business, seeks additional training. Seeks information about what is happening at the resort. (2) Discreet, voices concerns in a respectful manner, has appropriate job knowledge. (1.5) Allows problems to fester, makes mistakes. Inconsistent knowledge of resort information. (1) No interest in learning more about the job, does not know processes. Creates or increases problems.</p>	
<p>Comments</p>			
<p>Appearance: A professional appearance and image which reflects favorably on the Steamboat Ski & Resort Corporation is expected of all employees.</p>	<ul style="list-style-type: none"> • Maintain a clean, neatly groomed appearance while on duty. • Dress in a way that is not distracting to other staff members. • Adhere to Steamboat employee handbook appearance guidelines. • Have good personal hygiene. • Wear uniform and name tag as intended. • Maintain uniform. 	<p>(3) Sets the standard; for example: may bring ideas to management regarding improvements we can make to uniforms. (2.5) Professional in all aspects of uniform, nametag and grooming. Always looks "Sharp". (2) Acceptably dressed according to company policy. Uniform is worn as intended with nametag. (1.5) Sloppy, wrinkled clothing, sub-par grooming. May have been given a verbal warning. (1) Disheveled, dirty, ripped, unkempt hair, not clean shaven or neatly groomed beard (men), poor hygiene.</p>	
<p>Comments</p>			
<p>Attendance: Dependability is critical to our success.</p>	<ul style="list-style-type: none"> • Be dependable; come to work as scheduled and complete assigned tasks in a timely manner. • Know schedule and be punctual. • Get prior approval for any adjustment to your schedule. • Follow designated break schedule • Communicate workload and scheduling issues with teammates and manager. 	<p>(3) Always ready and willing! Never tardy or misses a shift (unless previously arranged including Jury Duty or Compassion Leave reasons). (2.5) Can be counted on, does not come in late and has exceeded department attendance policies and expectations. (2) Manages work load satisfactorily, and works as scheduled. Adheres satisfactorily to department attendance policy. (1.5) Tardiness, and/or absenteeism outside of the department attendance policy, makes excuses. May have a verbal warning. (1) Late or misses shifts to the extent that the employee has received written warning disciplinary action.</p>	
<p>Comments</p>			

