Performance Appraisal
Fitness Instructor

HiFlex Physio

Employee Name	Ashley Jackson
Position	Fitness Instructor
Centre	Cairns
Supervisor	Paul Thomas
Initiate Agreement	Date Completed 1/7/20X1 Initials PT
6 Month Review	Date Completed 3/12/20X1 Initials PT
12 Month Appraisal	Date Completed 3/12/20X2 Initials PT
Supervisor Comment - 6 Month Review	You have done very well in building client list, developing new classes and the provision of support to both clients and the team. Keep up the good work. It is time for you to commence your Diploma in Fitness – you have the experience and skill. Let's set some goals around your achievements in this regard. I shall approach HR to get the approvals your require.
Employee Comment - 6 Month Review	I feel please that my work has been recognised and approved and eagerly anticipate undertaking further education in this field.

12 Month Appraisal Performance Results (please tick appropriate response): Exceeds requirements Meets all requirements Meet some requirements Does not meet requirements	 ☐ ☑ ☐ ☐
Supervisor Comment - 12 Month Review	I am very please with the progress you have made in your studies. A credit in 1st semester is great. Your client work is showing new vigour and enrgy-well done. Your ability to balance your work, team and study requirements is being well-balanced.
Employee Comment - 12 Month Review	I am loving the study and it is giving me new ideas to use for my clients. It helps me to give ideas to my team members and I feel that I am really contributing.
Upon completion **Employee Name** Ashley Jackson **Signature** A Jackson	 **Manager Name** Paul Thomas **Signature** Paul Thomas
6 Month Review **Employee Name** Ashley Jackson **Signature** A Jackson	 **Manager Name** Paul Thomas **Signature** Paul Thomas

12 Month Appraisal **Employee Name** Ashley Jackson **Signature** A Jackson	 **Manager Name** Paul Thomas **Signature** Paul Thomas
Date review completed completed	31/12/20X2

Manager to retain original. Employee to retain copy.

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Performance Plan

4 = Above expectations 1 = Not meeting expectations

Customer Relations	1	2	3	4
Maintains constant focus on customer service as the number one priority and ensures highest possible level of customer relations at all times.			✓	
Acts in a public relations capacity to maximise public interest and participation in HiFlex Physio activities and brings new ideas for the provision of activities and programs		✓		
Reviews and resolves problems/ complaints efficiently and effectively, ensuring the highest possible level of customer acceptance and satisfaction.			✓	
Encourages development and maintenance of effective and co-operative working relationships with user groups, customers and members of the public.			✓	
Creates and fosters a strong atmosphere of teamwork and cooperation among the HiFlex Physio staff.			✓	

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Fitness Centre Operation	1	2	3	4
Ensures the equipment, work spaces and counters are clean, well organised and well maintained at all times.			✓	
Assists customers with operation and use of fitness equipment.			✓	
Advices and consults with customers regarding personal fitness needs and assists customers in developing personal fitness plans.			✓	

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Other Skills	1	2	3	4
Teamwork - Interacting, communicating and supporting others			✓	
Customer Service - Acknowledges customers within 30 seconds, assists effectively with enquiries, willingly ‘goes the extra mile’.			✓	
Timekeeping - Keeps accurate timesheets, arrives on time and prepared, willing to work extra shifts if necessary.			✓	
Personal Training and Classes - Creates original, interesting and safe classes. Works well and reliable for personal clients.				✓

Sign off of Performance and Development Plan

HiFlex Physio

Initial agreement

Employee

Name: Ashley Jackson

Signature: A Jackson

Date: 31/12/20x2

Manager

Name: Paul Thomas

Signature: Paul Thomas

Date: 31/12/20x2

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