Performance Appraisal
Fitness Instructor

HiFlex Physio

Employee Name	David Dawson
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	As you have only had a client list for the past six months, I must say that while it has not increased, they are a loyal and satisfied bunch. We have agreed that you will work with Ashley to learn how to make your training and programs a little more interesting and varied. You are a good team player and willingly help others when needed. You are doing well and I think the study you are doing (Group Exercise Instructor – Pre choreographed) will further your skills. Good Work
Employee Comment - 6 Month Review	I am enjoying having my own clients and am confident that the word will spread. Ashley will sure help to build my list and skills as will the trading. I hope you see a great imrpovement in the next period.

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	As you have increased your client list, varied your routines and programs and still been a strong team support, I say well done. You are holding your own with study. I would like you to consider another level of training, perhaps class design when you finish this one. Let me know what you think.
Employee Comment - 12 Month Review	I have worked hard to increase my client list and feel confident about undertaking training in class design.
Upon completion **Employee Name** David Dawson **Signature** D Dawson	 **Manager Name** Paul Thomas **Signature** Paul Thomas
6 Month Review **Employee Name** David Dawson **Signature** D Dawson	 **Manager Name** Paul Thomas **Signature** Paul Thomas

12 Month Appraisal **Employee Name** David Dawson **Signature** D Dawson	 **Manager Name** Paul Thomas **Signature** Paul Thomas
Date review completed completed	31/12/20X2

Manager to retain original. Employee to retain copy.

Performance Plan

HiFlex Physio

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: David Dawson

Signature: D Dawson

Date: 31/12/20x2

Manager

Name: Paul Thomas

Signature: Paul Thomas

Date: 31/12/20x2

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