Performance Appraisal
Fitness Instructor

HiFlex Physio

Employee Name	Lachlan Miller
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	Your performance in Personal Training is very good. However, your team work, reliability and adherance to HiFlex Physio requirements needs more work. Re-examine the Code of Conduct, contract and you and I will set some goals for the next six months.
Employee Comment - 6 Month Review	I am disappointed that my lateness due to an unreliable car has been the emphasis of my review. I intend to get a new car shortly and this should make it right.

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	Your work with the clients is very good. You are reliable and have good relationships engendering loyalty and tenure of your groups. There are still issues around your team work and adherance to the contratual requirements. While you have reduced the number of late occurances, I still fell unsure of my ability to rely on you to open. Please continue your great work in relationship building with your clients and extend these behaviours to the staff.
Employee Comment - 12 Month Review	I have worked very hard to improve my lateness and to my work with my clients. I am disappointed that my team skills are considered to be lacking but I will try to improve. It is good that I am doing my actual job well.
Upon completion **Employee Name** Lachlan Miller **Signature** L Miller	 **Manager Name** Paul Thomas **Signature** Paul Thomas
6 Month Review **Employee Name** Lachlan Miller **Signature** L Miller	 **Manager Name** Paul Thomas **Signature** Paul Thomas

12 Month Appraisal **Employee Name** Lachlan Miller **Signature** L Miller	 **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.		✓		

1300 555 222 hiflexphysio.com.au 222 Wandoo St Brisbane 4000

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.		✓		

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: Lachlan Miller

Signature: L. Miller

Date: 31/12/20x2

Manager

Name: Paul Thomas

Signature: Paul Thomas

Date: 31/12/20x2

1300 555 222

hiflexphysio.com.au

222 Wandoo St Brisbane 4000