Performance Appraisal
Fitness Instructor

HiFlex Physio

Employee Name	Naomi Hamilton
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 made great strides and are just about ready to take on your own clients. Keep working on your training qualification and I shall arrange for Sally to mentor and buddy you with your clients. You are a great team player and I appreciate your efforts in this regard.
Employee Comment - 6 Month Review	Wow. I have worked so hard and am really pleased that I shall get my own clients. I have some great ideas I have learned. Sally will be great to work with. Thanks for the Opportunity.

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	You are well received by your clients and they seem satisfied and Sall advises that you are a confident trainer. You are probably ready for further training to fine-tune your skills, I shall talk to HR and get back to you. I know that the team really appreciate the efforts you make to share work and ideas.
Employee Comment - 12 Month Review	I am really enjoying working with my own groups and agree that I need more training. Sally is great and it is all rewarding.
Upon completion **Employee Name** Naomi Hamilton **Signature** Naomi Hamilton	 **Manager Name** Paul Thomas **Signature** Paul Thomas
6 Month Review **Employee Name** Naomi Hamilton **Signature** Naomi Hamilton	 **Manager Name** Paul Thomas **Signature** Paul Thomas

12 Month Appraisal **Employee Name** Naomi Hamilton **Signature** Naomi Hamilton	 **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.				✓

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.			N/A	

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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.			N/A	

Sign off of Performance and Development Plan

HiFlex Physio

Initial agreement

Employee

Name: Naomi Hanilton

Signature: Naomi Hamilton

Date: 31/12/20x2

Manager

Name: Paul Thomas

Signature: Paul Thomas

Date: 31/12/20x2

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