Performance Appraisal
Fitness Instructor

HiFlex Physio

Employee Name	Sally Stowe
Position	Assistant Manager / 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	Sally you have done a stunning job as my assistant Manager. You are reliable, punctual and attentive to detail. You manage the staff well, although you need to be a little more skilled at giving constructive feedback and kmowing when to draw a line and be firm in ensuring that our commitments are met. I feel the Management Training you are undertaking will assist.
Employee Comment - 6 Month Review	Thanks for your kind comments. I feel that I too have to learn to deliver the bad news to the team but struggle with doing so. I will work harder on this. I enjoy the responsibilities of this job and look forward to learning more of the management role.

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	Well , you have made a big leap in dealing with the team and gained their respect. You are doing well in the role and I will undertake to share more of my role with you.
Employee Comment - 12 Month Review	I am pleased that you have seen and improvement and will continue to try to be consistent. I am doing well in my training and learning from that.
Upon completion **Employee Name** Sally Stowe **Signature** Sally Stowe	 **Manager Name** Paul Thomas **Signature** Paul Thomas
6 Month Review **Employee Name** Sally Stowe **Signature** Sally Stowe	 **Manager Name** Paul Thomas **Signature** Paul Thomas

12 Month Appraisal **Employee Name** Sally Stowe **Signature** Sally Stowe	 **Manager Name** Paul Thomas **Signature** Paul Thomas
Date review completed completed	31/12/20x2

Manager to retain original. Employee to retain copy.

1300 555 222

hiflexphysio.com.au

222 Wandoo St Brisbane 4000

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.			✓	

1300 555 222

hiflexphysio.com.au

222 Wandoo St Brisbane 4000

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: Sally Stowe

Signature: Sally Stowe

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