Performance Appraisal - Fitness Instructor

Employee Name	
Position	
Centre	
Supervisor	
Initiate Agreement	Date Completed Initials
6 Month Review	Date Completed Initials
12 Month Appraisal	Date Completed Initials
GM HR Comment – 6 Month Review	
Employee Comment – 6 Month Review	

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12 Month Appraisal Performance Results (please tick appropriate response):

- Exceeds requirements ☐
- Meets all requirements ☐
- Meets some requirements ☐
- Does not meet requirements ☐

Supervisor Comment – 6 Month Review	
Employee Comment – 6 Month Review	
Upon Completion Employee Name Signature	Manager Name Signature
6 month review Employee Name Signature	Manager Name Signature
12 month appraisal Employee Name Signature	Manager Name Signature
Date review completed	

Manager to retain original. Employee to retain copy.

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 cooperative 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 that equipment, work spaces and counters are clean, well organised and well maintained at all times.				
Assists customers with operation and use of fitness equipment.				
Advises 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 is reliable for personal clients.				

Sign off of Performance and Development Plan initial agreement

Employee

Name:

Signature

Date

Manager

Name:

Signature

Date