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| **Week 2** | **Exceeds Standards (3)** | **Meeting Standards (2)** | **Below** **Standard (1)** |
| **Competencies** |
| Uniform Standards |  |  |  |
| Attendance |  |  |  |
| Timekeeping |  |  |  |
| Quality of Work |  |  |  |
| Job Knowledge |  |  |  |
| Flexibility |  |  |  |
| **Behaviours** |  |  |  |
| Customer Service |  |  |  |
| Communication |  |  |  |
| Attitude |  |  |  |
| Teamwork |  |  |  |
| **Total Check in Score** |  |
|  |
| **Line Manager Feedback**  |  |
| **Colleague Feedback** |  |
| **Next Steps & Training Needs** |  |
| **Signed Line Manager** |  |
| **Signed Colleague** |  |

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| **Week 4** | **Exceeds Standards (3)** | **Meeting Standards (2)** | **Below****Standard (1)** |
| **Competencies** |
| Uniform Standards |  |  |  |
| Attendance |  |  |  |
| Timekeeping |  |  |  |
| Quality of Work |  |  |  |
| Job Knowledge |  |  |  |
| Flexibility |  |  |  |
| **Behaviours** |  |  |  |
| Customer Service |  |  |  |
| Communication |  |  |  |
| Attitude |  |  |  |
| Teamwork |  |  |  |
| **Total Check in Score** |  |
|  |
| **Line Manager Feedback**  |  |
| **Colleague Feedback** |  |
| **Next Steps & Training Needs** |  |
| **Signed Line Manager** |  |
| **Signed Colleague** |  |

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| **Competencies** |
|  | **Exceeds Standard****3** | **Meeting Standard****2** | **Below Standard****1** |
| **Flexibility hours & dept.** | Expresses a willingness to work all hours required by the business.Completed cross training in line with training schedule and shows willingness and adaptability to work in other areas. | Agrees and works contracted hours.Completed cross training in line with training schedule. | Raises objections / failure to work contracted hours.Cross training not completed.Unwilling to move to other areas when requested, i.e., cover breaks on service etc. |
| **Attendance** | 100% attendance rate. | Follows the correct absence procedures. | Failure to follow absence reporting procedures / high levels of absence during probationary period. |
| **Timekeeping** | 100% timekeeping on all occasions for each rostered start, finish time and break. | Colleague follows the correct timekeeping procedures. | Colleague is recorded as being late on commencement of work / returning from breaks on more than 2 occasions. |
| **Quality of work** | Prioritises tasks.Follows tasks through and meets deadlines set.Excellent standard of work. | Methodical approach to workUsually meets deadlines set.Achieves standards of work set. | Consistently does not follow tasks through.Fails to meet required standard of work. |
| **Job Knowledge** | Colleague strives to complete their training checklist ahead of schedule and demonstrates their learnings and exceeds standards required of the role. | Colleague training checklist completed on time and meets required standard. | Colleague fails to meet required standards. |
| **Uniform standards** | Excellent uniform and grooming standards achieved on all occasions. | Meets required company standards. | Below company standards and has had to be spoken to regarding their uniform/grooming standards. |

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| **Behaviours** |
|  | **Exceeds Standard****3** | **Meeting Standard****2** | **Below Standard****1** |
| **Customer service skills** | Proactive and looks to identify customer needs. | Meets customer needs. | Fails to meet customer service requirements. |
| **Teamwork** | Enjoys team activities and works effectively with all colleagues in the team. | Demonstrates effective teamwork skills and builds good rapport with colleagues and customers. | Colleague fails to integrate with the team. |
| **Communication** | Adjusts communication style to suit different colleagues and customers. | Demonstrates effective communication skills. | Poor communication skills demonstrated with colleagues/customers. |
| **Attitude** | Positive and proactive approach to work. | Good attitude to work and colleagues/customers. | Poor attitude to work and fails to display required standards. |