

# Performance Excellence

## Food & Beverage

Name:

Location:

Manager:

Date:

### What's Expected of Me?

What's Expected of Me?	Exceeds	Meets Expectations	Developing	Below Expectations
Interact with members and develop positive and professional relationships to increase club loyalty.				
Ensure Service Standards are maintained consistently ensuring an environment of support and openness for colleagues and members.				
Responsible for the maintenance, hygiene, safety and cleanliness of the F&B area, including the completion of all health and safety related checks				
Prepare food and beverages in accordance with all internal and regulatory requirements				
Serve food and beverage in a friendly and helpful manner considering hygiene at all times				

### Our Team Behaviours

Our Team Behaviours	Exceeds	Meets Expectations	Developing	Below Expectations
<b>E</b> <ul style="list-style-type: none"> <li>I create new ways of inspiring and engaging customers and colleagues</li> <li>I keep things simple and ensure I deliver all my duties on time and to the highest standards</li> <li>I demonstrate initiative - seeking opportunities to make improvements</li> </ul>				
<b>P</b> <ul style="list-style-type: none"> <li>I am a champion of Nuffield Health's vision, our role as a charity and our approach to wellbeing</li> <li>I relentlessly push myself to develop my skills, build my knowledge and improve my performance</li> <li>I consistently deliver great customer service</li> </ul>				
<b>I</b> <ul style="list-style-type: none"> <li>I am self motivated and always positive</li> <li>I always 'do the right thing' and put my customers first.</li> <li>I communicate positively and confidently with all customers and colleagues</li> </ul>				
<b>C</b> <ul style="list-style-type: none"> <li>I am respectful towards my customers and colleagues</li> <li>I build rapport with every customer, am responsive to their needs and treat everyone as an individual</li> <li>I demonstrate empathy and always put myself in my customers' shoes</li> </ul>				

### Learning & Development Needs

Things I need to work on.  
 Things to do current job better.  
 Things to prepare me for next job.  
 Mandatory Training

### Focus Areas/Career Aspirations

Individual objectives or special projects.  
 Extra things in my job to help me get to where I want to get to.

### Final Year Assessment:

# Regular Check-ins

<b>My Comments</b>	<b>My Line Manager's Comments</b>
<b>First Review Date:</b>	<b>First Review Date:</b>
<b>Date:</b>	<b>Date:</b>
<b>Date:</b>	<b>Date:</b>
<b>Final Review Date:</b>	<b>Final Review Date:</b>