

Performance Excellence Lifeguard

Name:

Location:

Manager:

Date:

What's Expected of Me?

What's Expected of Me?	Exceeds	Meets Expectations	Developing	Below Expectations
Responsible for the maintenance, safety and cleanliness of poolside during your shifts including maintenance checks				
Ensure that you are a clear and alert presence on poolside and around the centre				
Responsible for engaging with members including through poolside activities				
Ensure you are a prominent presence around the centre, taking every opportunity to engage with members and promote the services of the centre.				
Requirement to complete any other ad hoc requests which may include reception duties				

Our Team Behaviours

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

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

My Comments	My Line Manager's Comments
First Review Date:	First Review Date:
Date:	Date:
Date:	Date:
Final Review Date:	Final Review Date: