

Performance Excellence Reception

Name:

Location:

Manager:

Date:

What's Expected of Me?

What's Expected of Me?	Exceeds	Meets Expectations	Developing	Below Expectations
Interact with members as they are entering and leaving the club and develop positive and professional relationships with our members to increase club loyalty				
Deal with complaints swiftly and appropriately				
Ensure Service Standards are maintained consistently ensuring an environment of support and openness for colleagues and members.				
Attend to all customer queries in a caring and helpful manor both in person and on the phone.				
Take accurate messages and ensure that they are followed up quickly and take facility bookings either by telephone or in person.				
Comply with all Health & Safety procedures and records and current legislation and ensure that reception and surrounding areas are kept clean and tidy at all times.				

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 customer 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: