HAIR DESIGNER PERFORMANCE APPEALAL

Name____________________________________________

O = How I rate myself
[ ] = Manager's Rating  Salon Location_________              Date______/______/______

The performance appraisal (PA) is designed to be a feedback tool, an instrument of two way communication. During the PA there should be no great surprises since the goal is ongoing feedback. Schedule appraisals well in advance and conduct in a private setting (without interruption) with adequate coverage to handle customer service and operational demands of the day. Place emphasis on having an open conversation and discussion on growth factors, not on the rating marks themselves.

Prior to the PA, each person being rated should complete a self-appraisal. Use this form to indicate each self-rated factor by circling a number and taking notes as appropriate. The appraiser's rating should be noted by drawing a square.

The preferred format of the appraisal discussion is for the appraiser to open with a reading of the Rater's General Comments along with an overall rating. Next, the appraisee should speak regarding each dimension/factor with the appraiser following up on those comments with thoughts and prepared comments, thus allowing a free flow from one topic to the next.

PLACE THE SIGNED ORIGINALS OF THE APPRAISAL IN THE TEAM MEMBER’S HUMAN RESOURCE FILE.

RATING SCALE

THE SCALE DOES NOT EQUATE TO GRADES AS YOU MAY THINK OF THEM FROM YOUR ACADEMIC YEARS. FOR EXAMPLE, 6 DOES NOT EQUATE TO A 60%. IT IS IMPORTANT TO READ AND UNDERSTAND EACH DEFINITION BEFORE ASSIGNING ANY RATINGS. THE OPEN CONVERSATION AND SHARING OF THE APPROPRIATE DESCRIPTION OF PERFORMANCE IS OF GREATEST IMPORTANCE.

This scale should be used when rating the person in each of the areas on the performance appraisal form. In using this 10 point rating scale, first select one of the four general groupings the person’s performance falls (10, 9, 8; or 7, 6, 5; or 4, 3, 2; or 1, 0, 0, 0, 0, 0, 0, 0, 0). Then, select which of the three specific ratings within that group best describes the performance. Similarities within the groups are highlighted by underlined words and phrases. Differences within the groups are highlighted by bold type. Place a numeric rating next to each aspect of the category. Average all aspects in order to arrive at the overall rating for the category. Use whole numbers only.

Rating  Abbreviation  Description of Performance
10 O **OUTSTANDING** Consistently, substantially exceeds performance standards: performs more than all the responsibilities of the job.

9 E+/E **EXCELLENT TO EXCELLENT +** Consistently, and often substantially exceeds performance standards: performs more than all the responsibilities of the job.

8 E- **EXCELLENT** Consistently, and sometimes substantially exceeds performance standards: performs more than all the responsibilities of the job.

7 P+ **PROFICIENT/PROFICIENT +** Consistently meets, and often exceeds performance standards: performs all responsibilities of the job.

6 P **PROFICIENT** Consistently meets, and sometimes exceeds performance standards: performs all responsibilities of the job.

5 P- **PROFICIENT/PROFICIENT -** Consistently meets, and seldom exceeds performance standards: performs all responsibilities of the job.

4 NP+ **NOT CURRENTLY PROFICIENT** Not yet consistent at meeting performance standards, but seldom is performance less than standard: not yet performing all responsibilities of the job.

3 NP **NOT CURRENTLY PROFICIENT** Not yet consistent at meeting performance standards, but sometimes performance is less than standard: not yet performing all responsibilities of the job.

2 NP- **NOT CURRENTLY PROFICIENT -** Not yet consistent at meeting performance standards, and often performance is less than standard: not yet performing all responsibilities of the job.

T3 T **TOO SOON TO EVALUATE** Assumed to be the equivalent of a "3" rating until an actual rating is given.

Factor is not applicable to this person in this position.

**HAIR DESIGNER PERFORMANCE APPRAISAL**

**Page 2**

**GUEST SERVICE / CLIENT RETENTION**

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_____ Believes in the worth of empowerment to serve and satisfy the guest - now.

_____ Puts the client first in all situations and acts on the guest’s behalf in all decisions.

_____ Is constantly thinking of new and better ways to serve the guest.

_____ Believes that if you are going to make a mistake, it is better to error for the guest.

Comments___________________________________________________________________________

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**II. BEHAVIOR PATTERNS**

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_____ When not serving a guest, actively promotes salon business without being reminded.

_____ Answers phone by the third ring and uses proper salon greeting.

_____ Acknowledges and greets each guest within 30 seconds of their arrival.
Takes the guest’s coat for them rather than pointing out the coat rack.

Conducts thorough consultations according to guest service procedure with every guest, before the shampoo.

Makes sound and professional recommendations to every guest.

Communicates total cost to each guest before services are performed.

Explains WHAT product they are using, WHY they are using it and HOW to use it at home to every guest.

Attempts and often succeeds at "Up-selling" tickets through add on services.

Consistently demonstrates confidence and technical ability to perform all services.

Maintains open communication and professional conversation with each guest.

Educates each guest on how to maintain her hair at home through product regimens and styling techniques.

Attempts and often succeeds at re-booking guest’s next visit.

Thanks each guest and invites them to return.

Insures that each guest leaves the salon feeling better about her/himself.

Sends each new guest a Thank You card and follows up with other mailers without being reminded.

Comments___________________________________________________________________________
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**HAIR DESIGNER PERFORMANCE APPRAISAL**

**BEHAVIORAL FACTORS**

I. **PROFESSIONAL IMAGE**

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<td>Consistently wears clean, fashionable attire that is compliant with the dress code policy.</td>
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<tr>
<td>Hair consistently finished and fashionable.</td>
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<tr>
<td>Cosmetics worn consistently, appropriately and professionally.</td>
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<tr>
<td>Shoes consistently clean and fashionable.</td>
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<tr>
<td>Proper hosiery and undergarments are worn at all times.</td>
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<tr>
<td>Consistently and appropriately accessorizes so as to enhance professional appearance.</td>
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<td>Total look promotes a feeling of trust with guests.</td>
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<td>Personal hygiene always impeccable.</td>
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Comments___________________________________________________________________________
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II. **ATTENDANCE**

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<td>Works hours and days as scheduled.</td>
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<td>Is on time and prepared for guests.</td>
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<td>Consistently obtains proper authorization before leaving early or otherwise deviating from</td>
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schedule.

_____ Provides to management adequate notice of necessary time off.

_____ Is on time and prepared for all scheduled training classes and seminars.

Comments___________________________________________________________

____________________________________________________________________

III. INTERPERSONAL SKILLS  10       9           8      7       6     5      4           3        2       1   T3*

O       E+/E    E-     P+    P     P-    NP+     NP     NP -   1   T

_____ Demonstrates ability to interrelate positively with guests and other employees at all levels.

_____ Perceives and reacts sensitively to the needs and behavior of others.

_____ Pleasant and friendly when dealing with guests and other employees.

_____ Offers assistance and compromises when appropriate to promote the total team effort.

_____ Retains composure under adverse conditions and stress.

Comments___________________________________________________________

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____________________________________________________________________

HAIR DESIGNER PERFORMANCE APPRAISAL

Page 4

IV. FLEXIBILITY  10       9           8      7       6     5      4           3        2       1   T3*

O       E+/E    E-     P+    P     P-    NP+     NP     NP -   1   T

_____ Receptive to new ideas and/or methods.

_____ Conforms if necessary to new situations.

_____ Open and eager to attend advanced training classes.

_____ Readily adapts to and utilizes new and/or advanced techniques.

_____ Shows flexibility in scheduled hours, including “on call” assignments.

_____ Offers to assistance whenever possible.

_____ Responds positively to authority.

Comments___________________________________________________________

____________________________________________________________________

____________________________________________________________________

V. EFFORT  10       9           8      7       6     5      4           3        2       1   T3*

O       E+/E    E-     P+    P     P-    NP+     NP     NP -   1   T

_____ Displays a high level of work motivation and effort.

_____ Uses physical and mental energy to accomplish goals.

_____ If already trained in a task, only needs be asked once to perform.

_____ Assumes the responsibilities which are delegated.

_____ Copes with and properly utilized the authority that is delegated with the responsibility.

_____ Maintains accountability for actions.

Comments___________________________________________________________

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## TECHNICAL PROFICIENCY

### I. PROFESSIONAL EQUIPMENT & SANITATION

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- Maintains professional blow dryer.
- Large and small barrel irons.
- Adequate quantity and variety of combs and brushes.
- High quality, professional shears.
- Professional clippers and/or straight razor.
- All equipment is consistently clean and in good working order.
- Never needs to borrow equipment from another team member.

**Comments**

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### HAIR DESIGNER PERFORMANCE APPRAISAL

**Page 5**

### II. KNOWLEDGE AND ABILITY

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**DEMONSTRATES SOUND KNOWLEDGE AND UNDERSTANDING OF:**

- Hair Design
- Finishing Technique
- Color Theory
- Perm Process
- Composition of hair
- Professional hair care knowledge and shares knowledge w/ new team members.
- Completes all required paperwork accurately and on time.

**Comments**

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**DEMONSTRATES STRONG ABILITY AND WILLINGNESS TO PERFORM:**

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- All aspects of hair cutting
- Finish work
- Formal styles: up-dos
- Braiding
- Single and double process virgin color.
____ Single and double process re-touch.
____ Cap highlighting.
____ Foil highlighting.
____ Perms; traditional and boomerang.
____ Relaxers.
____ All other services that may be offered and fall under area of expertise.

Comments___________________________________________________________________________

____________________________________________ _______________________________________

___________________________________________________________________________________

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______________________________ ______________________________

HAIR DESIGNER PERFORMANCE APPRAISAL

Page 6

OVERALL EVALUATION

The appraisal factors are listed below. To help you determine an accurate, properly weighted overall rating, please complete this worksheet.

1. List the rating of each factor in the first column (any factor assigned a "T" rating should be shown as a "3" in the first column).
2. Note the second column has been filled in with the appropriate weighting. A "1" weighting indicates least important, but would not be on the form if it didn't hold some significance.
3. Multiply column "1" x column"2" = column "3".
4. Add column "3" (#1 --#12) for it's GRAND TOTAL.
5. Divide the GRAND TOTAL of column "3" by the GRAND TOTAL of column "2" for an overall weighted rating.

*Note the weighting of those factors in ALL CAPITALS is the highest due to it's importance.

HAIR DESIGNER PERFORMANCE APPRAISAL

Page 7

III. EDUCATION 10 9 8 7 6 5 4 3 2 1 T3*

O E+/E E P+ P P- NP+ NP NP- T

____ Truly believes on-going education is the the key to our success.
____ Attends all required training; arrives on time, in dress code and prepared.
____ Shows genuine interest and participates in all training sessions attended.
____ Makes an effort to utilize and perfect all techniques learned.

Comments________________________________________ ___________________________________

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WORKSHEET

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<td>GUEST SERVICE/RETENTION</td>
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<td>8. Professional Equipment &amp; Sanitation</td>
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<td>9. Knowledge &amp; Comprehension</td>
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<td>10. ABILITY &amp; WILLINGNESS</td>
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<td>11. EDUCATION</td>
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**TOTAL**

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**TEAM MEMBER**

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<th>DATE</th>
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| PRINT TEAM MEMBER NAME | PRINT APPRAISER'S NAME |

**HAIR DESIGNER PERFORMANCE APPRAISAL**

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