NAIL TECHNICIAN PERFORMANCE APPRAISAL

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,T3*). 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.

<table>
<thead>
<tr>
<th>Rating</th>
<th>Abbreviation</th>
<th>Description of Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>O</td>
<td>OUTSTANDING Consistently, substantially exceeds performance standards: performs more than all the responsibilities of the job.</td>
</tr>
<tr>
<td>9</td>
<td>E+/E</td>
<td>EXCELLENT TO EXCELLENT + Consistently, and often substantially exceeds performance standards: performs more than all the responsibilities of the job.</td>
</tr>
<tr>
<td>Rating</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td><strong>8 E-</strong></td>
<td><strong>EXCELLENT</strong> - Consistently, and sometimes substantially exceeds performance standards: performs more than all the responsibilities of the job.</td>
<td></td>
</tr>
<tr>
<td><strong>7 P+</strong></td>
<td><strong>PROFICIENT/PROFICIENT +</strong> - Consistently meets, and often exceeds performance standards: performs all responsibilities of the job.</td>
<td></td>
</tr>
<tr>
<td><strong>6 P</strong></td>
<td><strong>PROFICIENT</strong> - Consistently meets, and sometimes exceeds performance standards: performs all responsibilities of the job.</td>
<td></td>
</tr>
<tr>
<td><strong>5 P-</strong></td>
<td><strong>PROFICIENT/PROFICIENT -</strong> - Consistently meets, and seldom exceeds performance standards: performs all responsibilities of the job.</td>
<td></td>
</tr>
<tr>
<td><strong>4 NP+</strong></td>
<td><strong>NOT CURRENTLY PROFICIENT</strong> - Not yet consistent at meeting performance standards, but seldom is performance less than standard: not yet performing all responsibilities of the job.</td>
<td></td>
</tr>
<tr>
<td><strong>3 NP</strong></td>
<td><strong>NOT CURRENTLY PROFICIENT</strong> - Not yet consistent at meeting performance standards, but sometimes performance is less than standard: not yet performing all responsibilities of the job.</td>
<td></td>
</tr>
<tr>
<td><strong>2 NP-</strong></td>
<td><strong>NOT CURRENTLY PROFICIENT -</strong> - Not yet consistent at meeting performance standards, and often performance is less than standard: not yet performing all responsibilities of the job.</td>
<td></td>
</tr>
<tr>
<td><strong>T3 T</strong></td>
<td><strong>TOO SOON TO EVALUATE</strong> - Assumed to be the equivalent of a &quot;3&quot; rating until an actual rating is given.</td>
<td></td>
</tr>
</tbody>
</table>

**NAIL TECHNICIAN PERFORMANCE APPRAISAL**

**Page 2**

**GUEST SERVICE / CLIENT RETENTION**

I. **GENERAL ATTITUDE**

<table>
<thead>
<tr>
<th></th>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th><strong>T3</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>E+/E</td>
<td>E-</td>
<td>P+</td>
<td>P</td>
<td>P-</td>
<td>NP+</td>
<td>NP</td>
<td>NP-</td>
<td>1</td>
<td><strong>T</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

Puts the guest 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____________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

II. **BEHAVIOR PATTERNS**

<table>
<thead>
<tr>
<th></th>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th><strong>T3</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>E+/E</td>
<td>E-</td>
<td>P+</td>
<td>P</td>
<td>P-</td>
<td>NP+</td>
<td>NP</td>
<td>NP-</td>
<td>1</td>
<td><strong>T</strong></td>
<td></td>
</tr>
</tbody>
</table>

When not serving a guest, actively promotes salon business within salon and center 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 beginning the service.

Factor is not applicable to this person in this position.
_____ 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 "Upselling" 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 their nails at home through product regimens.
_____ 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
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

NAIL TECHNICIAN PERFORMANCE APPRAISAL

BEHAVIORAL FACTORS

Page 3

I. PROFESSIONAL IMAGE

<table>
<thead>
<tr>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>T3*</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>E+/E</td>
<td>E-</td>
<td>P+</td>
<td>P-</td>
<td>NP+</td>
<td>NP</td>
<td>NP-</td>
<td>1</td>
<td>T</td>
<td></td>
</tr>
</tbody>
</table>

_____ Consistently wears clean, fashionable attire that is compliant with the dress code policy.
_____ Hair and nails consistently finished and fashionable.
_____ Cosmetics worn consistently, appropriately and professionally.
_____ Shoes consistently clean and fashionable.
_____ Proper hosiery and undergarments are worn at all times.
_____ Consistently and appropriately accessorizes so as to enhance professional image.
_____ Total look promotes a feeling of trust with guests.
_____ Personal hygiene always impeccable.

Comments
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

II. ATTENDANCE

<table>
<thead>
<tr>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>T3*</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>E+/E</td>
<td>E-</td>
<td>P+</td>
<td>P-</td>
<td>NP+</td>
<td>NP</td>
<td>NP-</td>
<td>1</td>
<td>T</td>
<td></td>
</tr>
</tbody>
</table>

_____ Works hours and days as scheduled.
_____ Is on time and prepared for guests.
_____ Consistently obtains proper authorization before leaving early or otherwise deviating from schedule.
_____ Provides to management adequate notice of necessary time off.
_____ Is on time and prepared for all scheduled training classes and seminars.
III. INTERPERSONAL SKILLS  

<table>
<thead>
<tr>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>T3*</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>E+/E</td>
<td>E-</td>
<td>P+</td>
<td>P</td>
<td>P-</td>
<td>NP+</td>
<td>NP</td>
<td>NP-</td>
<td>1</td>
<td>T</td>
</tr>
</tbody>
</table>

_____ 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 team members.
_____ Offers assistance and compromises when appropriate to promote the total team effort.
_____ Retains composure under adverse conditions and stress.

Comments___________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

IV. FLEXIBILITY  

<table>
<thead>
<tr>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>T3*</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>E+/E</td>
<td>E-</td>
<td>P+</td>
<td>P</td>
<td>P-</td>
<td>NP+</td>
<td>NP</td>
<td>NP-</td>
<td>1</td>
<td>T</td>
</tr>
</tbody>
</table>

_____ 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 assist with pro-hair whenever possible.
_____ Responds positively to authority.

Comments___________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

V. EFFORT  

<table>
<thead>
<tr>
<th>10</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>T3*</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>E+/E</td>
<td>E-</td>
<td>P+</td>
<td>P</td>
<td>P-</td>
<td>NP+</td>
<td>NP</td>
<td>NP-</td>
<td>1</td>
<td>T</td>
</tr>
</tbody>
</table>

_____ 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___________________________________________________________________________
___________________________________________________________________________________

TECHNICAL PROFICIENCY
I. PROFESSIONAL EQUIPMENT
& SANITATION

Professional acrylic brush.
Metal cuticle pusher.
Cuticle nippers.
Tweezers.
All equipment is consistently spotless and in good working order.
Never needs to borrow equipment from another team member.

Comments___________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

__________________ _________________________________________________________________
___________________________________________________________________________________

II. KNOWLEDGE AND ABILITY

DEMONSTRATES SOUND KNOWLEDGE AND UNDERSTANDING OF:

Cause and effect of all nail services.
Skin/nail disorders and diseases.
Sanitation steps and precautions.
All chemical processes relating to nail services.
Knowledge of professional nail care and shares knowledge w/ new team members.
All required paperwork and completes accurately and on time.

Comments___________________________________________________________________________
___________________________________________________________________________________

DEMONSTRATES STRONG ABILITY AND WILLINGNESS TO PERFORM:

Hand crafted Manicures
Pedicures
Acrylic Nail Enhancements
Re-balancing
Fiberglass
Silk
Gel
Proper Paraffin dip
Full hand massage
All other services that may be offered and fall under area of expertise.

Comments__________________________________________________________________________
___________________________________________________________________________________
III. EDUCATION

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

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

_____ Truly believes on-going education is 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______________________________ ____________________________________________________________

NAIL TECHNICIAN PERFORMANCE APPRAISAL

WORKSHEET

Column I Column II Column III

1-10 RATING 1-15 WEIGHT WEIGHTED RATING

GUEST SERVICE / RETENTION

1. GENERAL ATTITUDE _______ X 15 = _________
2. BEHAVIOR PATTERNS _______ X 15 = _________

BEHAVIOR FACTORS

3. PROFESSIONAL IMAGE _______ X 15 = _________
4. Attendance _______ X 10 = _________
5. Interpersonal Skills _______ X 5 = _________
6. Flexibility _______ X 10 = _________
7. Effort _______ X 5 = _________

TECHNICAL PROFICIENCY

8. Professional Equipment & Sanitation _______ X 5 = _________
9. Knowledge & Comprehension _______ X 10 = _________
10. ABILITY & WILLINGNESS _______ X 15 = _________
11. EDUCATION _______ X 15 = _________

TOTAL

________________________ / __________________ = _________

TEAM MEMBER DATE APPRAISER DATE

PRINT TEAM MEMBER NAME PRINT APPRAISER NAME

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
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.

**NAIL TECHNICIAN PERFORMANCE APPRAISAL**

Page 7