

# 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.

<u>Rating</u>	<u>Abbreviation</u>	<u>Description of Performance</u>
<b>10</b>	<b>O</b>	<b><u>OUTSTANDING</u></b> Consistently, substantially exceeds performance standards: performs more than all the responsibilities of the job.
<b>9</b>	<b>E+/E</b>	<b><u>EXCELLENT TO EXCELLENT +</u></b> 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.

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#### GUEST SERVICE / CLIENT RETENTION

I.	GENERAL ATTITUDE	10	9	8	7	6	5	4	3	2	1	T3*
		O	E+/E	E-	P+	P	P-	NP+	NP	NP-	1	T

- \_\_\_\_\_ 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	10	9	8	7	6	5	4	3	2	1	T3*
		O	E+/E	E-	P+	P	P-	NP+	NP	NP-	1	T

- \_\_\_\_\_ 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.

- \_\_\_\_\_ 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 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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## BEHAVIORAL FACTORS

I.	PROFESSIONAL IMAGE	10	9	8	7	6	5	4	3	2	1	T3*
		O	E+/E	E-	P+	P	P-	NP+	NP	NP-	1	T

- \_\_\_\_\_ 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	10	9	8	7	6	5	4	3	2	1	T3*
		O	E+/E	E-	P+	P	P-	NP+	NP	NP-	1	T

- \_\_\_\_\_ 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.

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

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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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 assist with pro-hair 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 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### TECHNICAL PROFICIENCY

I. PROFESSIONAL EQUIPMENT & SANITATION 10 9 8 7 6 5 4 3 2 1 T3\*  
 O E+/E E- P+ P P- NP+ NP NP- 1 T

- \_\_\_\_\_ 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 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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II. KNOWLEDGE AND ABILITY 10 9 8 7 6 5 4 3 2 1 T3\*  
 O E+/E E- P+ P P- NP+ NP NP- 1 T

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.
- \_\_\_\_\_ Skin and nail composition
- \_\_\_\_\_ 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: 10 9 8 7 6 5 4 3 2 1 T3\*  
 O E+/E E- P+ P P- NP+ NP NP- 1 T

- \_\_\_\_\_ 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

### Page 6 WORKSHEET

	Column I	Column II	=	Column III
	<b>1-10 RATING</b>	<b>1-15 WEIGHT</b>		<b>WEIGHTED RATING</b>
<b>GUEST SERVICE / RETENTION</b>				
1. GENERAL ATTITUDE	_____ X	15	=	_____
2. BEHAVIOR PATTERNS	_____ X	15	=	_____
<b>BEHAVIOR FACTORS</b>				
3. PROFESSIONAL IMAGE	_____ X	15	=	_____
4. Attendance	_____ X	10	=	_____
5. Interpersonal Skills	_____ X	5	=	_____
6. Flexibility	_____ X	10	=	_____
7. Effort	_____ X	5	=	_____
<b>TECHNICAL PROFICIENCY</b>				
8. Professional Equipment & Sanitation	_____ X	5	=	_____
9. Knowledge & Comprehension	_____ X	10	=	_____
10. ABILITY & WILLINGNESS	_____ X	15	=	_____
11. EDUCATION	_____ X	15	=	_____
<b>TOTAL</b>	_____ / _____ =			_____

\_\_\_\_\_  
**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.

- 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.

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