



Performance Review Materials

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Staff performance review forms provided by
Knowledge Point Performance Now software.
www.knowledgepoint.com

Palm Desert Chamber of Commerce Performance Review

Employee Name:
Job Title:
Department:
Review Period Start:
Review Period End:
Last Review Date:
Reviewer Name:
Reviewer Title:

PERFORMANCE ELEMENTS

RATINGS

Low = Unsatisfactory
 Needs improvement
 Meets job requirements
 Exceeds job requirements
 High = Outstanding

Job Knowledge

Competent in required job skills and knowledge
 Exhibits ability to learn and apply new skills
 Keeps abreast of current developments
 Requires minimal supervision
 Displays understanding of how job relates to others
 Uses resources effectively

Overall

N/A	Low	----->	High

Quality

Demonstrates accuracy and thoroughness
 Displays commitment to excellence
 Looks for ways to improve and promote quality
 Applies feedback to improve performance
 Monitors own work to ensure quality

Overall

N/A	Low	----->	High

Quantity

Meets productivity standards
 Completes work in timely manner
 Strives to increase productivity
 Works quickly
 Achieves established goals

Overall

N/A	Low	----->	High

Cooperation

- Establishes and maintains effective relations
- Exhibits tact and consideration
- Displays positive outlook and pleasant manner
- Offers assistance and support to co-workers
- Works cooperatively in group situations
- Works actively to resolve conflicts

Overall

N/A	Low <-----> High			

Problem Solving

- Identifies problems in a timely manner
- Gathers and analyzes information skillfully
- Develops alternative solutions
- Resolves problems in early stages
- Works well in group problem solving situations

Overall

N/A	Low <-----> High			

Dependability

- Responds to requests for service and assistance
- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Commits to doing the best job possible
- Keeps commitments
- Meets attendance and punctuality guidelines

Overall

N/A	Low <-----> High			

Initiative

- Volunteers readily
- Undertakes self-development activities
- Seeks increased responsibilities
- Takes independent actions and calculated risks
- Looks for and takes advantage of opportunities
- Asks for help when needed

Overall

N/A	Low <-----> High			

Planning & Organization

- Prioritizes and plans work activities
- Uses time efficiently
- Plans for additional resources
- Integrates changes smoothly
- Sets goals and objectives
- Works in an organized manner

Overall

N/A	Low <-----> High			

Judgment

Displays willingness to make decisions
 Exhibits sound and accurate judgment
 Supports and explains reasoning for decisions
 Includes appropriate people in decision-making process
 Makes timely decisions

Overall

N/A	Low <-----> High				

Oral Communications

Speaks clearly and persuasively
 Listens and gets clarification
 Responds well to questions
 Demonstrates group presentation skills
 Participates in meetings

Overall

N/A	Low <-----> High				

Written Communications

Writes clearly and informatively
 Edits work for spelling and grammar
 Varies writing style to meet needs
 Presents numerical data effectively

Overall

N/A	Low <-----> High				

High

SUMMARY

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N/A Low <----->

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PLANS FOR IMPROVEMENT

EMPLOYEE COMMENTS

Employee Acknowledgment

I have reviewed this document and discussed the contents with my manager. My signature means that I have been advised of my performance status and does not necessarily imply that I agree with the evaluation.

Employee Signature/Date

REVIEWER COMMENTS

Reviewer Signature/Date

Palm Desert Chamber of Commerce Performance Review

Employee Name: Jane Doe
Job Title: Receptionist
Department: Administration
Review Period Start: 2/26/2009
Review Period End: 2/26/2010
Last Review Date: 2/26/2008
Reviewer Name: Barbara deBoom
Reviewer Title: President/CEO

PERFORMANCE ELEMENTS

Job Knowledge

Outstanding

Jane demonstrates significant expertise at her job because of her in-depth knowledge and skills. She is an exceptionally fast learner and able to quickly put new skills to use. She reads and researches extensively, staying on top of current developments that might impact her field. Jane performs extremely well with very little, if any, supervision or assistance needed. She displays an extraordinary understanding of the interrelationship between her job and the jobs of others. She ingeniously puts the resources and tools available to her to maximum use.

Quality

Meets job requirements

Jane displays a strong dedication and commitment to excellence. She works hard to improve quality in her own work and promotes quality awareness throughout the organization. She consistently and carefully monitors her work to ensure its quality. The work Jane produces meets standards for accuracy and completeness. She applies the feedback she receives to improve her performance.

Cooperation

Exceeds job requirements

Jane displays an upbeat, positive outlook and pleasant manner under even the most trying circumstances. She is particularly successful at establishing and maintaining good relationships. She often extends herself more than required to assist and support her co-workers. Jane demonstrates and promotes cooperation when working in group situations. She exhibits tact and consideration in her relations with others. She takes responsibility to help resolve conflicts.

Problem Solving

Meets job requirements

In group situations, Jane contributes actively to help solve problems. She identifies most problem situations within appropriate time frames. Her information gathering and analysis meet the requirements of her position. Most of the time, she develops several alternative solutions to problems. Jane usually resolves or minimizes most problems before they grow into larger issues.

Dependability

Exceeds job requirements

Jane is exceptional in her quick and reliable responsiveness to requests for service and assistance. She is always on time, has an excellent attendance record, and can be depended upon to schedule time off in advance. She follows instructions conscientiously

and responds well to management directions. Her dedication to the job often exceeds normal expectations and she keeps her commitments without delay or follow up. In most situations, Jane assumes responsibility for her own actions and outcomes.

Initiative

Meets job requirements

Jane is quick to volunteer whenever others need help. She undertakes self-development activities on her own initiative and she occasionally seeks increased responsibilities beyond the normal scope of her job. Jane looks for and takes advantage of opportunities. She usually indicates when she needs help. However, Jane rarely takes independent actions or calculated risks.

Planning & Organization

Meets job requirements

Jane is very good at prioritizing and planning her work. She manages her time in highly efficient ways. She sets specific, ambitious goals and objectives for herself. Jane is very well-organized. She plans ahead for additional resources and she usually integrates changes smoothly into existing plans.

Judgment

Meets job requirements

Jane makes confident decisions in most areas of her job. Her decisions are generally accurate and sound. She can usually support and explain the reasoning for her decisions. In most matters, she includes the appropriate people in the decision-making process. However, Jane takes longer than acceptable to reach a decision.

Oral Communications

Meets job requirements

Jane presents information and ideas clearly and persuasively. She responds well to questions and she has good presentation skills. Jane actively participates in meetings. However, she would understand others better if she paid more attention and asked more clarifying questions.

Written Communications

Meets job requirements

Jane makes a concentrated effort to edit her work, minimizing spelling and grammatical mistakes. Her written materials are clear and informative. She varies her writing style to meet different situations. She presents numerical data well using charts and graphs.

SUMMARY

PLANS FOR IMPROVEMENT

EMPLOYEE COMMENTS

Employee Acknowledgment

I have reviewed this document and discussed the contents with my manager. My signature means that I have been advised of my performance status and does not necessarily imply that I agree with the evaluation.

Employee Signature/Date

REVIEWER COMMENTS

Reviewer Signature/Date

*1 copy for employee
1 copy for personnel file*

May 16, 2008

Mr. Adam Ochoa
Chairman of the Board
Palm Desert Chamber of Commerce
Peterson Slater Osborne
79440 Corporate Centre Dr., #100
La Quinta, CA 92253

Dear Adam:

Enclosed are the forms for my yearly review. The process is that you, Sid and Mike get together and fill in the blanks or you each can do it individually and you can summarize on your form.

I am also enclosing last years review from Norine for your starting point. I see the timeline being you and I meeting sometime on June 9th with the combined evaluation prior to the board planning conference.

I am also including the results of our professional organization salary survey results for your use in knowing what the market is paying a CEO's of chambers our size and budget. WACE (Western Association of Chamber Executives) organization covers the thirteen western states.

If you have any questions please call me.

It's been a great year and a pleasure working with you. It truly was a great YEAR in Palm Desert.

Best regards,

Barbara deBoom, IOM, ACE
President/CEO

Cc: Sid Weiss, Immediate Past Chair
Mike Hardin, Chairman Elect

PERFORMANCE EVALUATION SYSTEM

PRESIDENT/CHIEF EXECUTIVE OFFICER BARBARA deBOOM FOR FISCAL YEAR 2007-2008

The performance evaluation of the President/Chief Executive Officer is accomplished by having members of the Chamber's Personnel Committee, consisting of the Chairman of the Board, Chairman Elect and Immediate Past Chairman grade performance in twelve areas. This grading includes providing specific comments relative to performance in each area. Circle one of the 5 responses and make comments as appropriate to each area.

The twelve areas are:

1. *Execution of policies and directives of the Board of Directors.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comments: _____

2. *Assistance to the Board in formulating policies and directives.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comments: _____

3. *Management of staff for cost effective and supportive results.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comments: _____

4. *Presentation of favorable business image through verbal and visual interaction with the public.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comments: _____

5. *Effective management of the assets and properties of the Chamber in support of the Board and Chamber activities.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comments: _____

6. *Effective management of membership growth and retention activities.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comments: _____

7. *Contribution to development of creative programs to enhance the image and effectiveness of the Chamber.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comment: _____

8. *Effective maintenance of files and records for Chamber use.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comment: _____

9. *Knowledge of job requirements and ability to communicate it.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comment: _____

10. *Administrative preparation of meeting agendas and recommendation for action.*

Outstanding Above Average Acceptable Needs Improvement Unacceptable

Comment: _____

A Performance Evaluation Task Force, which includes the Chairman of the Board, Chairman Elect and Immediate Past Chairman, is appointed to receive these comments and collate them into a final review. Extreme viewpoints will be considered but only consensus information will be recorded. The Performance Evaluation Task Force, both in writing and in a face-to-face meeting presents the resultant evaluation to the President/CEO. This results in a formal presentation of the review and an opportunity for feedback.

Signed: _____
Adam Ochoa, Chair 2007-2008

Signed: _____
Sid Weiss, Immediate Past Chair 2006-2008

Signed: _____
Mike Hardin, Chair-Elect 2008-2009

Compensation Recommendation

Current Compensation Increase	Current Salary	Recommended Increases
	_____	_____
Auto Allowance	_____	_____
Bonus	_____	_____
Retirement	_____	_____
Vacation Weeks	_____	_____

I have received a verbal and written evaluation of my performance for fiscal year 2007-2008 and have the following comments and discussed my goals for 2008-2009.

Barbara deBoom, IOM, ACE

Date: _____