

**PERFORMANCE EVALUATION**

TITLE: General Manager

Name:

Reviewed by:

Circle one:

1 = Not Meeting Expectations

2 = Meeting Expectations

3 = Exceeding Expectations

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| ESSENTIAL FUNCTIONS | PERFORMANCE EVALUATION |
| Meets or exceeds brand average in guest satisfaction key indicators.  Cleanliness, overall satisfaction, overall service, and likelihood to recommend | 1 2 3 |
| Meets hotel STR competitive goals | 1 2 3 |
| Meets revenue goals | 1 2 3 |
| Meets GOP goals | 1 2 3 |
| Positively motivates all department managers to meet individual department goals | 1 2 3 |
|  Practices open door policy to ensure maximum associate satisfaction | 1 2 3 |
|  Plans and conducts monthly all associate luncheons | 1 2 3 |
| Actively celebrates ALL hotel successes no matter how large or small | 1 2 3 |
|  Is THE cultural leader for the hotel | 1 2 3 |
| Trains and motivates | 1 2 3 |
| Is the liaison between management company and hotel, and brand and hotel | 1 2 3 |
| Ensures all brand training initiatives are complete and up to date at all times | 1 2 3 |
| Demands excellence from all associates | 1 2 3 |
| Attendance | 1 2 3 |
| Dependability | 1 2 3 |
| Teamwork/Cooperation | 1 2 3 |
| Initiative | 1 2 3 |
| Follow through | 1 2 3 |
| Positive attitude | 1 2 3 |
| Culture champion | 1 2 3 |
| Effective communicator | 1 2 3 |

Additional Comments:

Manager’s Comments:

ASSOCIATE SIGNATURE DATE

MANAGER SIGNATURE DATE