

Annual Performance Conversation Guide – Hourly Associates

Our associates are the fuel for the success of our hotel. Ongoing, continuous feedback and performance conversations help engage associates, build relationships, set expectations and create a clear path for growth. A successful conversation is open and honest about performance, drives both professional and personal development and supports career growth.

GUIDELINES

Plan to be an active listener. Ask your associate what he/she needs from you and do your best to not respond defensively. Allow ample opportunities for your associate to respond to your comments. Remember to focus on the entire year and be specific.

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| ASSOCIATE NAME | |
| ASSOCIATE POSITION | |
| YEAR BEING REVIEWED | |
| MANAGER/SUPERVISOR CONDUCTING CONVERSATION | |
| DATE OF CONVERSATION | |

SECTION 1: REVIEW THE PAST YEAR

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| How did the last year go for you? What accomplishments have you achieved that gave you pride in your work? | |
| What lessons did you learn during the year? What could you have done better or differently? <i>(Include discussion of any corrective action)</i> | |
| How do you feel about the level of support you received to help you be successful? What do you need from me in order to be more successful? | |
| Would you like any specific training, mentoring or other learning opportunities? | |
| Were there any objectives you had for the past year that were unmet? If so, what were the obstacles? How can we problem-solve together for future success? | |
| Open Feedback and Sharing (celebrate accomplishments and give any necessary coaching or corrective feedback) | |

SECTION 2: SET OBJECTIVES FOR THE COMING YEAR

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| <p>What objectives do you want to work on as an individual?</p> <p><i>(Managers/Supervisors: please indicate at least 3 measurable goals as determined by you and the associate)</i></p> | |
| <p>What objectives do you think are important for us to work on as a team?</p> | |

ADDITIONAL COMMENTS – ASSOCIATE:

ADDITIONAL COMMENTS – MANAGER/SUPERVISOR:

Signature of Associate

Date

Signature of Manager/Supervisor

Date

| | | |
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| Received in HR | DATE: | BY: |