

LEADERSHIP FOUNDATION — MODULE 5

# Performance Review Template

A structured quarterly review covering KPIs, behaviours, and development.

Name:	Date:
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Use quarterly. Score each area 1-5. Discuss evidence, not opinions.

Team Member	Review Period

## Performance Against KPIs

KPI	Target	Actual	Score (1-5)	Comments

## Behavioural Standards

Criteria	1	2	3	4	5
Guest experience delivery					
Teamwork and communication					
Punctuality and reliability					
Retail and upselling					
Adherence to SOPs					
Initiative and problem-solving					

## Development Plan

STRENGTHS TO BUILD ON

AREAS FOR DEVELOPMENT

**AGREED ACTIONS (WHAT, BY WHEN, SUPPORT NEEDED)**

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Manager Signature	Team Member Signature