

# 360 Degree Feedback Form for Guest Services Coordinator

Welcome to the 360-degree feedback process!

Welcome to the feedback Form!

Thank you for taking the time to participate in the 360 degree appraisal process. As a rater, your feedback is a valuable contribution to the development of the employee being evaluated. This form aims to capture a comprehensive assessment of the employee's performance from multiple perspectives, including colleagues, subordinates, supervisors, and possibly external stakeholders.

## **Purpose of 360-Degree Feedback for the Employee:**

The purpose of the 360-degree feedback is to provide the employee with a holistic view of their performance and to support their growth and development. By gathering feedback from various sources, the employee gains insights into their strengths, areas for improvement, and how their behaviors and actions impact others. This feedback serves as a powerful tool for self-reflection and helps the employee identify areas to focus on for professional development.

## **Selection of Raters and Importance of Feedback:**

You have been chosen as a rater based on your firsthand experience working with the employee. Your perspective is highly valued and your feedback will contribute to a well-rounded evaluation. As someone who has interacted with the employee in different capacities, your insights provide a unique viewpoint on their performance, strengths, and opportunities for growth.

## **Method of Usage for Ratings:**

We understand that not all raters may have the opportunity to evaluate every aspect of an individual's performance. The ratings you provide will be utilized as part of the

employee's performance appraisal and development planning process. The feedback received from various raters will be aggregated and analyzed to identify patterns, strengths, and areas for improvement. The ratings will be used as a basis for constructive discussions between the employee and their supervisor, focusing on their performance, career goals, and development needs.

Please note the following best practices:

- **Review the Evaluation Criteria:** Carefully read through the evaluation criteria or competency framework provided. This will help you understand the specific areas in which the employee's performance will be assessed.
- **Maintain Objectivity:** Keep your feedback objective and unbiased. Focus on specific behaviors, actions, or situations rather than personal opinions or assumptions.
- **Use Clear and Specific Language:** Provide specific examples to support your ratings. Avoid vague or general statements and clearly describe instances where the employee demonstrated the particular competency being evaluated.
- **Balance Strengths and Areas for Improvement:** Acknowledge the employee's strengths and areas for improvement. Provide constructive feedback by highlighting both their positive contributions and areas where they can grow.
- **Provide Actionable Feedback:** When identifying areas for improvement, suggest specific actions or behaviors that the employee can take to enhance their performance. This will help them understand how to improve in those areas.
- **Be Honest and Respectful:** Be honest and tactful in your feedback. Offer constructive criticism while maintaining a respectful and supportive tone.
- **Maintain Confidentiality:** Remember that the feedback you provide is confidential. Avoid discussing specific comments with others to preserve the integrity of the process.
- **Use the Rating Scale Appropriately:** Carefully evaluate the employee's performance according to each criterion on the rating scale provided. Use the provided scale to indicate the extent to which the employee meets or exceeds expectations.
- **Provide Additional Comments:** In addition to the ratings, you may be asked to provide additional comments. Use this space to offer further insights, provide clarifications, or address any aspects not covered in the rating scale.

Now, let's go through the form section by section:

## **Section 1: Demographics**

This section captures basic details about the employee, such as their name, position rater name and date of the feedback . Please fill in all the required fields accurately.

## **Section 2: Ratings and Notes**

This section captures your ratings and remarks about the employee's skills, experience, and competencies. Please rate the employee on a scale of 1-5 for each question, with 1 being the lowest and 5 being the highest. Please also include any additional notes or comments you have about the employee's performance. If you are unable to assess an individual's performance in a particular area, please write NA (not applicable) in the Remarks column and do not assign a rating for that.

### **Rating Scale**

In order to assist you in your evaluation, we have created a rating scale to provide consistency and objectivity in your feedback of the employees.

| Rating | Interpretation    | Explanation                                                                                                                                                                                                  |
|--------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | <i>Novice</i>     | <i>The individual is in the early stages of learning and development in the particular competency or skill. They require significant guidance and training to reach the desired level of proficiency..</i>   |
| 2      | <i>Developing</i> | <i>The individual is making progress and actively working on improving their skills and knowledge. They demonstrate effort but still require further development and support to fully meet expectations.</i> |
| 3      | <i>Competent</i>  | <i>The individual consistently meets expectations and performs competently in the given area. They possess</i>                                                                                               |

|          |                   |                                                                                                                                                                                                                                         |
|----------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |                   | <i>the necessary skills and knowledge to perform their role effectively.</i>                                                                                                                                                            |
| <b>4</b> | <b>Proficient</b> | <i>The individual performs at a high level of competence and consistently exceeds expectations. They demonstrate a strong understanding of the competency or skill and consistently produce high-quality work..</i>                     |
| <b>5</b> | <b>Expert</b>     | <i>The individual is recognized as an expert in the particular competency or skill. They possess exceptional knowledge, skills, and experience. They consistently deliver outstanding results and serve as a role model for others.</i> |

Please use this rating scale to evaluate each employee in a consistent and objective manner.

## **Average Score**

The individual score for each competency being assessed by multiple raters would be recorded. Thereafter, the average or mean of the ratings provided by all raters is calculated for each competency or performance dimension. This provides an overall score for each area being evaluated.

Using this average score will provide you with a more comprehensive and accurate assessment of each individual's performance in their role.

Key points to remember:

- Focus on capturing specific examples of the employee's experience and skills that are relevant to the job role.
- Organize notes in a clear and concise manner using objective language that accurately reflects the employee's performance.



- Use remarks to provide a comprehensive and informed evaluation of the employee you rate.

### ***Section 3: Qualitative Comments and Perceptions***

This section captures your qualitative comments and perceptions about the employee you rate. Please provide any additional insights or observations you have about the candidate's strengths and areas of improvements..

Thank you again for your time and effort in evaluating our employees. Your feedback is essential to the success of the individual and the organization, and we appreciate your contributions to our team.



## Section 1: Demographic Information

|                   |                            |
|-------------------|----------------------------|
| Employee Name:    |                            |
| Position Title:   | Guest Services Coordinator |
| Rater Name:       |                            |
| Date of Feedback: |                            |

## Section 2: Feedback and Ratings

### ***Section 2.1 : Technical Competency Ratings / Remark***

| <b>Technical / Functional</b>                                                |                       |                |
|------------------------------------------------------------------------------|-----------------------|----------------|
| <i>Technical Competency</i>                                                  | <i>Rating<br/>(R)</i> | <i>Remarks</i> |
| Manages hotel reservation systems to ensure accuracy and timeliness.         |                       |                |
| Communicates effectively with customers, addressing their concerns promptly. |                       |                |
| Applies problem-solving skills to resolve conflicts and issues.              |                       |                |
| Executes tasks efficiently in a high-pressure environment.                   |                       |                |
| Utilizes Microsoft Office Suite to manage customer data and records.         |                       |                |

## Section 2.2 : Behavioral Competency Ratings / Remarks

| Behavioral                                                          |                       |                |
|---------------------------------------------------------------------|-----------------------|----------------|
| <i>Behavioral Competency</i>                                        | <i>Rating<br/>(R)</i> | <i>Remarks</i> |
| Delivers exceptional customer service with a friendly demeanor.     |                       |                |
| Attends to details accurately to achieve customer satisfaction.     |                       |                |
| Demonstrates a positive attitude to create a welcoming environment. |                       |                |
| Collaborates with team members to achieve common goals.             |                       |                |
| Upholds professional conduct and ethical standards at all times.    |                       |                |

## Section 3: Qualitative comments

Write down any other observations, comments or thoughts about the employee in the space below:

Describe the greatest strengths of this person with regard to his/her overall effectiveness in performing his/her current responsibilities.

Describe the most important things this person could improve upon in order to increase his/her overall effectiveness in performing his/her current responsibilities.