

Associate Performance Evaluation

Associate Name: Matthew J. Mancini
Personnel Number: 00923648
Job: PT Front Service Clerk
Store: 1095
Evaluation Type: 6 Month Evaluation
Period Evaluation Covered: 07/01/2016 - 12/31/2016
Date Evaluation Conducted: 01/19/2017
Status: Completed

Differentiating Factors

In your position, strong performance in these factors enhances the shopping experience for our customers and makes Publix stand out from our competitors. For this reason, points from ratings in these factors are doubled.

Performance Factor (Scale 1 - 9)	Rating Given	Points	Manager's Comments on Differentiating Performance Factors
Engaging Customers	7	x 2 = 14	Consistently ensures premier customer service by showing enthusiasm and often goes out of the way to be friendly when interacting with customers. Recognizes customer cues that they are open for further interaction.
Providing Service	7	x 2 = 14	Handles even non- routine customer questions, requests, and complaints effectively and professionally. Always ensures efficient service speed.
Providing Carry-Out Service	5	x 2 = 10	Adheres to 2+2 carry-out policy by making a genuine attempt to carry out customers' groceries.
Demonstrating Ownership	7	x 2 = 14	Always works productively; completes routine tasks without supervision; makes excellent use of time; sometimes seeking additional tasks when needed; being highly committed to learning and improving.

Differentiating Factors Points = 52

(Sum of points above. Range is 8-72.)

Supporting Factors

In your position, strong performance in these factors provides the support needed to maintain Publix's established standards for quality and service.

Performance Factor (Scale 1 - 9)	Rating Given	Manager's Comments on Supporting Performance Factors
Attendance *	7	1 occurrence in the past 6 months.
Punctuality *	9	0 occurrences in the past 6 months. Great job!

Performance Factor (Scale 1 - 9)	Rating Given	Manager's Comments on Supporting Performance Factors
Bagging	7	Consistently exceeds standards in maintaining distribution of weight and separation of product. Satisfies customer needs and requests and consistently exceeds customer expectations.
Shopping Cart Procedures	7	Consistently adheres to store shopping cart policy. Effectively performs shopping cart duties when scheduled.
Maintaining a Clean Shopping Environment	5	Adequately maintains a neat, clean and sanitized shopping environment. Sweeping and mopping areas of responsibility, following cleaning checklist and sanitation of all work areas.
Associate Relations *	7	Consistently friendly and considerate of other associates. Able to relate effectively and productively and maintain positive working relationships with others. Often assists others in accomplishing work and serving the customer when needed.
Problem-Solving	7	Knows how and where to access information without assistance and knows where to go for advice on department-specific problems. Consistently uses information tools and effectively applies information to daily work activities. Almost always effectively addresses task-related problems.
Safety Performance	5	Follows JCT documented safety best practices.
Work Space Organization (1-5) *	5	Always ready for work with necessary equipment and supplies. Consistently keeps work area environment, supplies, and resources organized according to department standards.
Uniform and Appearance (1-5) *	5	Consistently meets Publix uniform and appearance standards for dress code policy. Always appears neat, clean, and appropriately dressed.

Supporting Factors Points = 64

(Sum of points above. Range is 10-82.)

TOTAL SCORE = 116 (Sum of Differentiating and Supporting factors Pts. Above)	Total Point Range	Total Performance Rating	Calculated Rating Exceeds Expectations
	136+	Role Model	
	115 - 135	Exceeds Expectations	
	77 - 114	Meets Expectations/Successful	
	46 - 76	Needs Improvement	
	45 -	Unacceptable	

Manager's Comments:

Use this section if additional space is needed to comment on specific performance factors or the associate's overall performance during this evaluation period.

Matthew is a pleasure to work with! Make sure that you are available on the front end when needed. Make sure that you are performing 2 + 2 carry out with every customer. Do not ask if they want help out. Do not bag anything that is large/bulky or anything that has a handle. Do not ask if they want a bag for these items. Thank you for all that you do!

Associate Development Action Plan (manager completes this section):

Describe in detail developmental activities the associate can complete and how/when you will follow up. These activities can include completion of job class training, cross-training, skills training or any other developmental activities (e.g., additional assignments or responsibilities, etc.) that will improve or enhance the associate's performance.

To prepare for completing this section, print out and review the training plan available for this position, as well as the Training Needs Report to determine what modules the associate needs to complete. Review the training plan with the associate during his or her review session.

Matthew is up-to-date on his JCT training.

Pay Impact

Your Total Performance Rating was at least equal to your Performance Pay Range level.

Current Pay Rate: \$9.95, Hourly

New Pay Rate: \$10.20, Hourly

New Pay Rate Effective Date: 01/21/2017

(Market: SC Gen Mrkt, Base: \$8.50, Meets(ME Max): \$9.95, Exceeds(EE Max): \$10.45, Role Model(RM Max): \$10.95)

Associate Career Interest and Training Section (associate completes this section and discusses with manager):

What are your career interests? Note:
This does not replace the ROI process.
You must still ROI!

How can your manager help you with
your training and development needs?

Overall comments:

Review History:

Evaluation reviewed by: Mark A. Carlisle, Store Manager, 1/1/2017 2:10:09 PM

Evaluation administered by: Jessica J. Vining, FT Assistant Customer Service Manager, 1/19/2017 09:18:53 AM

Associate acknowledged: Matthew J. Mancini, 1/19/2017 09:19:35 AM