

Performance Appraisal

Please ensure that your comments are contained within the allotted space provided.

Team Member's Name		Position Title
Manager	Area	Store Name/#
Team Member ID	Date of Hire	Start Date in Current Position

Success Factors

This section measures performance toward established store or area goals. Record the rating and provide feedback with specific examples.

5 = Outstanding | 4 = Exceptional | 3 = Successful | 2 = Developing/Needs Improvement | 1 = Unsatisfactory

1. Customer Centric

Engages customers promptly and builds effective relationships while providing world-class customer service.

Rating: 1 2 3 4 5

Comments:

2. Productivity (Execution)

Completes assigned work accurately and within time frames. Meets/exceeds productivity standards. Demonstrates skills to make quality pawn loans, sales, and executes all pawn shop programs.

Rating: 1 2 3 4 5

Comments:

3. Accountability

Reports to work on time and ready. No tardiness or attendance issues. Wears proper security equipment, and name tag and follows dress code. Ensures compliance for those under their supervision.

Rating: 1 2 3 4 5

Comments:

4. Honesty and Integrity

Demonstrates appropriate effort and positive attitude. Treats peers and management with respect; supports coworkers, shares information,

Rating: 1 2 3 4 5

Comments:

Overall Performance Rating (Average of above ratings)

5 - Outstanding: Role model; consistently superior performance; results ≈ 25%+ above expectations.

4 - Exceptional: Exceeds expectations; results ≈ 10–20% above goals in all categories

3 - Successful: Meets expectations; results achieved per plan, on time, within budget-in all categories

2 - Developing/Needs Improvement: Partially met goals; timing/budget misses; not all criteria met.

1 - Unsatisfactory: Fails to meet expected results (quality/timing/budget).

*Team members with a 2 or 1 should be placed on a performance improvement plan (attach to appraisal).

(Note: Team members on disciplinary action plans are not eligible for promotion/salary increase/bonus.)

Review & Approvals

Associate (Print Name)

Date Reviewed

Supervisor (Print Name)

Date Submitted

Approved by (Name)

Date Approved

Position Information

FULL Name as shown on paycheck

Effective Date

Region/Area

Store Number/Department

Job Title

FT / PT

Pay rate (hourly / annual)

Change Types (check all that apply):

Pay rate change – annual merit

Position change

Promotion

Promotion with transfer

Demotion – performance

Demotion

Demotion – voluntary