

SUPERVISOR EVALUATION OF INTERN (Level 3)

INTERIM _____ FINAL _____ Date: _____

The rating below is for: Intern _____

Rated by: _____

Title: _____

Facility: _____

Dates for which intern is being evaluated: From _____ To _____

INSTRUCTIONS: Below is a list of traits, abilities, and characteristics that are important for success in business. Place an "X" on each rating scale beside the descriptive phrase that best describes the person being rated. Please carefully evaluate each of the qualities separately.

Two common mistakes in rating are: (1) Tendency to rate nearly everyone as "average" on every trait instead of being more critical in judgment. To be most useful, the rater should use the ends of the scale as well as the middle, and (2) the "Halo Effect," i.e., a tendency to rate the same individual "excellent" on every trait or "poor" on every trait based on the overall picture one has of the person being rated. However, each person has strong points and weak points, and these should be indicated on the rating scale.

1. ACCURACY – correctness of work duties performed.

- Makes frequent errors.
- Careless; makes recurrent errors.
- Usually accurate; makes only average number of mistakes.
- Requires little supervision; is accurate most of the time.
- Requires minimum supervision; is almost always accurate.

2. COMPREHENSION – ability to grasp instructions, to meet changing conditions, and to solve novel or problem situations.

- Slow to catch on.
- Requires more than average instructions.
- Grasps instructions with average ability.
- Usually quick to understand and learn.
- Exceptionally keen.

3. CREATIVITY – talent for having new ideas, for finding new and better ways of doing things, and for being imaginative.

- Rarely has a new idea; is unimaginative and just follows routine.
- Occasionally comes up with a new idea.
- Has average imagination; has reasonable number of new ideas.
- Frequently suggests new ways of doing things; very imaginative.
- Continually seeks new and better ways of doing things; is extremely imaginative.

4. FRIENDLINESS – sociability and warmth with which intern imparts his/her attitude toward customers, supervisor, and co-workers.

- Very distant and aloof.
- Approachable; friendly once known.
- Warm; friendly; sociable.
- Very sociable and outgoing.
- Extremely sociable; excellent at establishing good rapport with everyone.

5. PERSONALITY – behavior characteristics with respect for suitability for his/her job.

- Unsatisfactory for this job.
- Questionable for this job.
- Satisfactory for this job.
- Very desirable for this job
- Outstanding for this job.

6. PERSONAL APPEARANCE – cleanliness, grooming, neatness, and appropriateness of dress on the job.

- Very untidy; poor taste in dress.
- Sometimes untidy and careless about personal appearance.
- Generally neat and clean; satisfactory personal appearance.
- Careful about personal appearance; good taste in dress.
- Unusually well-groomed; very neat; excellent taste in dress.

7. PHYSICAL FITNESS – ability to work consistently and with only moderate fatigue.

- Tires easily; is weak and frail.
- Frequently tires and is slow.
- Meets physical and energy job requirements.
- Energetic; seldom tires.
- Excellent health; no fatigue.

8. ATTENDANCE – faithfulness in coming to work daily and conforming to work hours.

- Often absent without good excuse and/or frequently reports late for work.
- Lax in attendance and/or reporting for work on time.
- Usually present and on time.
- Very prompt; regular in attendance.
- Always regular and prompt; volunteers for overtime when needed.

9. HOUSEKEEPING – orderliness and cleanliness in his/her work area.

- Disorderly or untidy.
- Some tendency to be careless or untidy.
- Ordinarily keeps work area fairly neat.
- Conscientious about neatness/cleaness.
- Unusually neat, clean and orderly.

10. DEPENDABILITY – ability to do required jobs well with a minimum of supervision.

- Requires close supervision; is unreliable.
- Sometimes requires prompting.
- Usually takes care of necessary tasks and completes with reasonable promptness.
- Requires little supervision; is reliable.
- Requires absolute minimum supervision.

11. QUANTITY OF WORK is the amount of work an individual does in a work day.

- Does not meet minimum requirements.
- Does just enough to get by.
- Volume of work is satisfactory.
- Industrious; does more than required.
- Superior work production record.

12. STABILITY is the ability to withstand pressure and remain calm in crises.

- Goes to pieces under pressure; is jumpy and nervous.
- Occasionally blows up under pressure; is easily irritated.
- Has average tolerance for crises; usually remains calm.
- Tolerates most pressure; manages crises better than average person.
- Thrives under pressure; handles crises in stride and effectively resolves situations.

13. COURTESY: – ability to remain gracious, considerate, and polite toward customers, supervisor, and co-workers.

- Blunt, discourteous; at times antagonistic.
- Sometimes tactless.
- Agreeable and pleasant.
- Always very polite and willing to help.
- Inspires others with level of courtesy; is extremely pleasant.

How would you rate the intern’s level of knowledge in the following level 3 PGA/PGM 3.0 areas of study?

	N/A	Poor	Needs Improvement	Average	Above Average	Excellent
Teaching and Coaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Enhancement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food and Beverage Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Golf Car Fleet Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Golf Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Merchandising and Inventory Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervising and Delegating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turfgrass Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMMENTS

Major weak points are:

1. _____
2. _____

These weak points can be strengthened by doing the following:

Major strong points are:

1. _____
2. _____

These strong points can be used more effectively by doing the following:

General Comments or advice for intern:

In evaluating his/her potential as a golf professional, would you rate this individual:

- Excellent** **Above average** **Average** **Below average**
 Should not continue in the golf business

Have you reviewed this evaluation with the intern (optional)? YES _____ NO _____

Supervisor/Golf Pro Signature: _____

Student Signature (optional): _____

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