



Line Manager guidance: Rating appraisal form

We're focused on driving a performance-led culture, creating the conditions for us to deliver the best possible outcomes for the business. Appraisal conversations with team members on how they have performed during their tour is a very important part of the performance process.

Holding an appraisal performance conversation

- ✓ The conversation is confidential and should be held in a place where you cannot be overheard by others.
- ✓ Book a time and place in advance with your team member so they can prepare any thoughts they have about their performance and achievement of tasks. You should also both think about any development targets they may have.
- ✓ During your conversation you must talk through the team member's behaviours, skills and how they have performed against the technical aspects of their role. A performance rating is applied after this conversation.

Completing the online appraisal performance form

- ✓ Ensure the correct personal details and crew members email address is added to the form.
Please note: a summary of the appraisal will be emailed to the crew members email address that has been added to the form.
- ✓ The following assessments must be completed using the below rating scale.

Rating Heading:	Description:
Needs Improvement	Has areas for improvement in how they perform their role
Successful	Achieves performance expectations consistently. Accomplished the right results with the right behaviours. A reliable contributor to the team and Carnival UK
Exceptional	Significantly exceeds performance expectations with broad impact. Drives exceptional results and models the right behaviours

- ✓ Demonstrating our SHINE Values through our Service Behaviours

	Needs improvement	Successful	Exceptional
Confidently offers suggestions and recommendations to guests to help them to Step Out of the Everyday and discover new experiences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Always follows HESS golden rules as a Hero of Safe and Well. Looks for ways of doing the right thing for our guests, each other, and the environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treats guests as an 'Individual' with heartfelt warmth. Shows interest and care when interacting with guests and clearly demonstrates ways to make guests feel special.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigates Everyone on Ship and Shore. Offers advice and guidance to guests when they need it and shares knowledge. Committed to getting things back on course for guests when they don't go as planned.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Always Brings a Sense of Energy, attentiveness and pro-activeness when interacting with guests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

✓ Skill and technical aspects of the role

	Needs improvement	Successful	Exceptional
Adheres to all Culture Essentials and actively demonstrates these behaviours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meticulous attention to personal appearance, hygiene, and time management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keen to learn new skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates appropriate technical skill and relevant knowledge to perform all required tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- ✓ A summary of the conversation in the comments box

D : End of contract discussion summary *

Enter your answer

- ✓ Overall assessment score

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- ✓ Re-Employment Recommendation

If a recommendation is being made not to re-employ, you must share your reasons with your HR Manager before a decision is made. If the recommendation is upheld the crew member must be notified and have a record of the decision.

After you submit the form a summary of the appraisal will be emailed to the crew member.

Please note:

The form can't be saved and then reopened later. If you close it before it's submitted your input will be wiped and you'll have to start again.

If you submit the form and then later need to change it, you must advise your HR Manager. They'll instruct the previous form to be deleted so you can send a new form. In this instance, your team member will be emailed a new copy if the appraisal ratings, comments, or re-employ recommendation changes.