



How To Complete an Hourly Performance Review in Workday

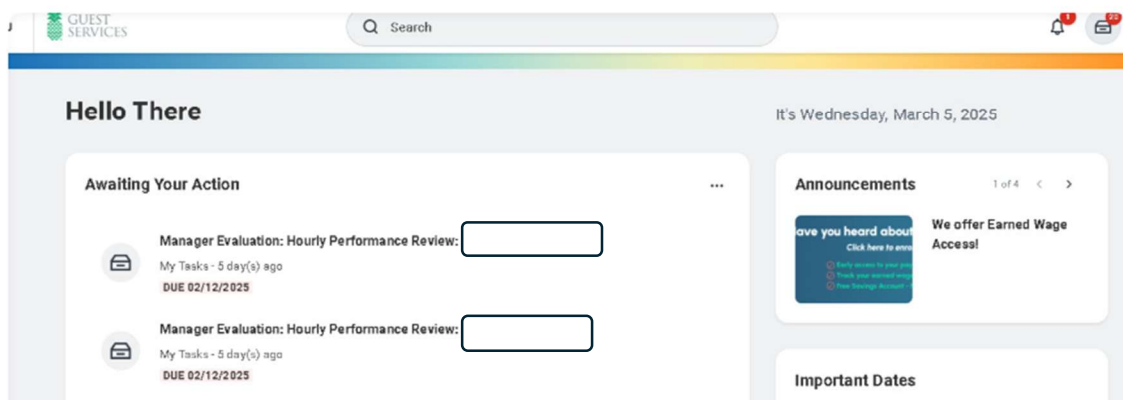
Stephanie Tschohl | 11 steps | 2 minutes



1

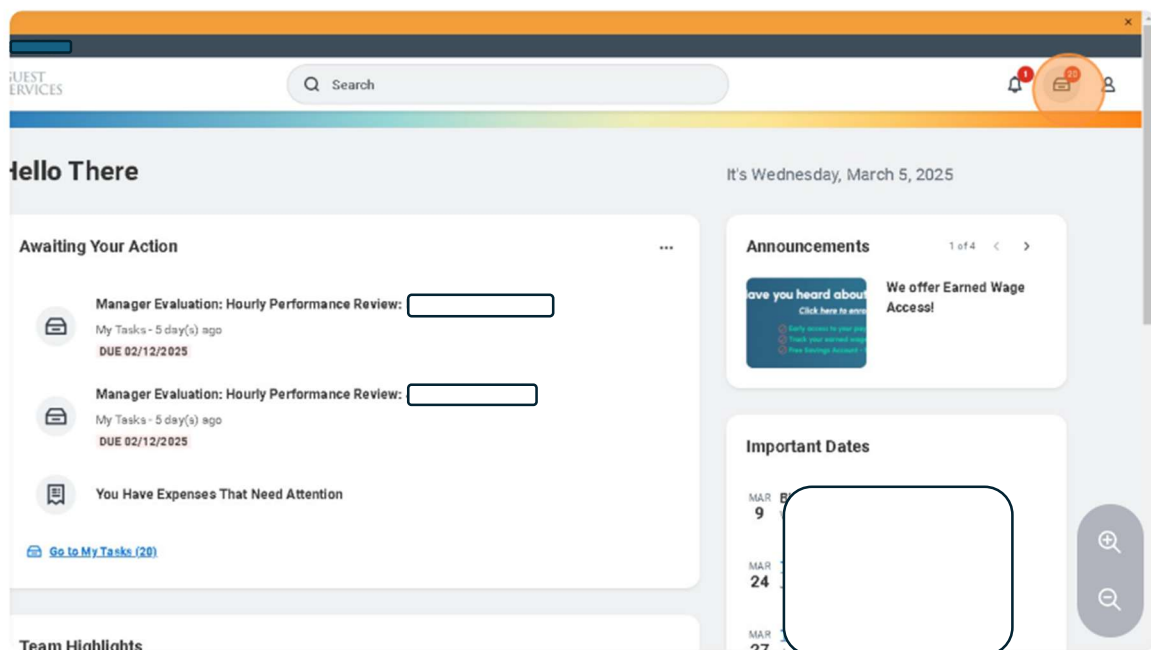
Navigate to your Workday home page

[Guide Me](#)



2

Click on your task inbox



3

Click on the task in your inbox

Sandbox - guestservices

MENU GUEST SERVICES

Search

My Tasks

All Items

Search: All Items

Advanced Search

Manager Evaluation: Hourly Performance Review

Due: 02/12/2025

Effective: 03/01/2025

Updated: 02/28/2025

Manager Evaluation: Hourly Performance Review

Due: 02/12/2025

Effective: 03/01/2025

Updated: 02/27/2025

Complete Manager Evaluation

Manager Evaluation: Hourly Performance Review

Review Period 03/01/2024 - 03/01/2025

Please utilize the [attached resources](#) as you are writing your performance reviews for your team members. A few considerations to keep in mind:

- State the facts, use examples/data as needed
- Use the essential functions of the job description to rate performance – email [talent@guestservices.com](#) if you need a copy of a job description
- Consult last year's review, if applicable, to determine if goals were met/exceeded
- Avoid discriminatory language or any reference to protected class such as age, race, etc.

For more information on writing and delivering effective performance reviews, including how to handle conversations when your team member rejects their review, please view [Tips for Writing Effective Performance Reviews](#) (approx. 30 minutes)

Please contact the Employee Experience Manager or the Senior Director of Human Resources for assistance, questions, or concerns regarding writing and delivering performance reviews.

Get Started

4

Click "Get Started"

My Tasks

All Items

Search: All Items

Advanced Search

Manager Evaluation: Hourly Performance Review

Due: 02/12/2025

Effective: 03/01/2025

Updated: 02/28/2025

Manager Evaluation: Hourly Performance Review

Due: 02/12/2025

Effective: 03/01/2025

Updated: 02/28/2025

Complete Manager Evaluation

Manager Evaluation: Hourly Performance Review

Review Period 03/01/2024 - 03/01/2025

Please utilize the [attached resources](#) as you are writing your performance reviews for your salaried team members. A few considerations to keep in mind:

- State the facts, use examples/data as needed
- Use the essential functions of the job description to rate performance – email [talent@guestservices.com](#) if you need a copy of a job description
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Get Started

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click the list icon in the rating field of each competency and select the appropriate rating

Manager Evaluation Interface (Step 5):

Competencies Table:

| Competency | Description | Manager Evaluation |
|--------------------------------------|---|---|
| Customer Service Standards: Hourly | Committed to excellent customer service and following GSHospitality standards; aware and responsive to guests' needs. | Rating: Outstanding (selected) <input type="radio"/> Outstanding <input type="radio"/> Exceeds Expectations <input type="radio"/> Meets Expectations <input type="radio"/> Needs Improvement <input type="radio"/> Unsatisfactory |
| Teamwork: Hourly | Recognizes the value of collaboration and team effort, creating successful outcomes and solutions. Coaches others to work together while extracting and promoting the benefits of a diverse work environment. | Rating: Exceeds Expectations <input type="radio"/> Exceeds Expectations <input type="radio"/> Outstanding <input type="radio"/> Meets Expectations <input type="radio"/> Needs Improvement <input type="radio"/> Unsatisfactory |
| Performance and Work Quality: Hourly | Consistently delivers high quality work. | Rating: Exceeds Expectations |

6

Click within the comment field to add additional content. Comments are optional.

Manager Evaluation Interface (Step 6):

Competencies Table:

| Competency | Description | Manager Evaluation |
|--------------------------|---|---|
| Safety Awareness: Hourly | Follows all safety policies and procedures in accomplishing tasks. Uses common sense and awareness to avoid accidents and injuries; encourages co-workers to do the same. Reports potential safety hazards. | Rating: Exceeds Expectations <input type="radio"/> Exceeds Expectations <input type="radio"/> Outstanding <input type="radio"/> Meets Expectations <input type="radio"/> Needs Improvement <input type="radio"/> Unsatisfactory Comment: <input type="text"/> Format Text |
| Skills: Hourly | Possesses and exhibits sufficient knowledge to perform the job effectively, efficiently and safely. Takes an active role in growing skills and abilities via learning and training. | Rating: Outstanding <input type="radio"/> Outstanding <input type="radio"/> Exceeds Expectations <input type="radio"/> Meets Expectations <input type="radio"/> Needs Improvement <input type="radio"/> Unsatisfactory Comment: <input type="text"/> |
| Sustainability: Hourly | Supports environmental sustainability efforts at Guest Services such as Recycling, Reusing, and Reduction of Usage. | Rating: Meets Expectations <input type="radio"/> Meets Expectations <input type="radio"/> Outstanding <input type="radio"/> Exceeds Expectations <input type="radio"/> Needs Improvement <input type="radio"/> Unsatisfactory Comment: <input type="text"/> |

Manager Summary
 Calculated Rating: Outstanding

7

Click "Next"

Complete Manager Evaluation

Manager Evaluation: Hourly

Return

03/01/2024 - 03/01/2025

Competencies

Overall

Review and Submit

| | | |
|--------------------------|---|--|
| Safety Awareness: Hourly | Follows all safety policies and procedures in accomplishing tasks. Uses common sense and awareness to avoid accidents and injuries; encourages co-workers to do the same. Reports potential safety hazards. | Rating ★ X Exceeds Expectations Comment Comments are optional |
| Skills: Hourly | Possesses and exhibits sufficient knowledge to perform the job effectively, efficiently and safely. Takes an active role in growing skills and abilities via learning and training. | Rating ★ X Outstanding Comment <div></div> |
| Sustainability: Hourly | Supports environmental sustainability efforts at Guest Services such as Recycling, Reusing, and Reduction of Usage. | Rating ★ X Meets Expectations Comment |

Manager Summary

Calculated Rating Outstanding

Back

Next

Save

Close

8

On this screen, you will see the calculated rating. This rating is calculated automatically based on your rating selections for the Competencies. Click "Next" again

Complete Manager Evaluation

Manager Evaluation: Hourly

Actions

03/01/2024 - 03/01/2025

Competencies

Overall

Review and Submit

Back

Next

Save

Close

Overall

Manager

Calculated Rating Exceeds Expectations (Rounded from 1.5)

Rating Exceeds Expectations

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On this final step, you can review your selections and comments.

Complete Manager Evaluation

Manager Evaluation: Hourly

03/01/2024 - 03/01/2025

Competencies

Overall

Review and Submit

Competencies

10 items

| Competency | Description | Manager Evaluation |
|--------------------------------------|---|--|
| Customer Service Standards: Hourly | Committed to excellent customer service and following GSHospitality standards; aware and responsive to guests' needs. | Rating: Outstanding |
| Teamwork: Hourly | Recognizes the value of collaboration and team effort, creating successful outcomes and solutions. Coaches others to work together while extracting and promoting the benefits of a diverse work environment. | Rating: Exceeds Expectations Comment: |
| Performance and Work Quality: Hourly | Consistently delivers high quality work; takes pride in maintaining high standards. | Rating: Outstanding Comment: |
| Attendance and Punctuality: Hourly | Arrives on time, ready to work as scheduled; stays until work is done. | Rating: Outstanding |

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If you are satisfied with the review, Click "Submit"

Complete Manager Evaluation

Manager Evaluation: Hourly

03/01/2024 - 03/01/2025

Competencies

Overall

Review and Submit

Manager Summary

Calculated Rating: Exceeds Expectations

Overall Manager

Calculated Rating: Exceeds Expectations (Rounded from 1.5)

Rating: Exceeds Expectations

Process History

Submit Save for Later

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You will see that up next, your direct manager will approve.

The screenshot displays the QUEST SERVICES web application interface. At the top, there is a search bar and navigation icons. The left sidebar contains a list of tasks: 'My Tasks', 'ems', 'd Searches', 's', 'ive', 'Approve', and 'ge Delegations'. The main content area is divided into two sections. The top section, titled 'All Items', shows a 'Success! Event submitted' notification with a 'Up Next: [redacted] Approval by Manager's Manager' and a 'View Details' link. The bottom section, titled 'Manager Evaluation: Hourly Performance Review: [redacted]', contains a 'Review Period' of '03/01/2024 - 03/01/2025'. Below this, there is a paragraph of instructions: 'Please utilize the [attached resources](#) as you are writing your performance reviews for your salaried team members. A few considerations to keep in mind:'. This is followed by a bulleted list:

- State the facts, use examples/data as needed
- Use the essential functions of the job description to rate performance – email talent@questservices.com if you need a copy of a job description
- Consult last year's review, if applicable, to determine if goals were met/exceeded
- Avoid discriminatory language or any reference to protected class such as age, race, etc.

 Below the list, there is a paragraph: 'For more information on writing and delivering effective performance reviews, including how to handle conversations when your team member rejects their review, please view [Tips for Writing Effective Performance Reviews](#) (approx. 30 minutes)'. At the bottom, there is a 'Get Started' button. A large, empty rounded rectangle is overlaid on the left side of the main content area.