

**STORE MANAGER
Training Needs Assessment Evaluation Form**

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

STORE MANAGER

Training Needs Assessment Evaluation Form

Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency:

- 1 – Needs significant improvement – employee is unable to complete task or perform function in a satisfactory manner even though assistance is routinely provided
- 2 – Needs improvement - employee can complete task or perform function with considerable assistance
- 3 – Satisfactory – employee can complete task or perform function in a satisfactory manner with little or no assistance
- 4 – Very good – employee consistently completes task or performs functions in an above average manner with little or no assistance
- 5 – Outstanding – employee consistently completed task or performs function at a very high level with little or no assistance

Each competency is to be rated as follows:

- 1 – Competency has little significant to the position
- 2 – Competency has minor significance to the position
- 3 – Competency is important to the position
- 4 – Competency has major significance to the position
- 5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

STORE MANAGER

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Major Category	Skill	Subskill																													
Manage the Store	Perform administrative tasks	Greet the public					Provide customer assistance					Maintain cleanliness and order in the store					Data enter information					Maintain office files					Complete Canada Post duties				
		P		S	5		P		S	5		P		S	5		P		S	4		P		S	4		P		S	5	
Order stock	Maintain inventories	Take inventory					Order groceries and stock					Check stock received against invoices																			
		P		S	3		P		S	3		P		S	3																
	Schedule work	Follow work plans					Organize tasks																								
		P		S	4		P		S	4																					
Financial Management	Maintain accounts	Mark up prices on goods					Record mark ups in the log book					Receive cash and provide correct change					Balance cash receipts					Make deposits									
		P		S	4		P		S	4		P		S	5		P		S	4		P		S	5						
		Maintain a manual general ledger					Operate the cash register					Maintain charges and receipts on accounts					Write receipts for the gas bar					Write receipts for the store					Cash cheques for First Nations members				
		P		S	4		P		S	3		P		S	4		P		S	3		P		S	3		P		S	4	

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Major Category	Skill	Subskill
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Communication

Use effective communication

Professionalism

Demonstrate good work habits

Keep track of credit for Elders	Process money orders	Make cash deposits	Process GST	Write and distribute customer statements	Keep track of payments made to suppliers
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4

Read and comprehend business documents	Practice listening skills	Speak effectively	Maintain customer service		
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4		

Manage stress	Take direction	Motivate self	Demonstrate dependability	Maintain confidentiality	Make decisions
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 3

Manage time	Perform alternate duties	Demonstrate punctuality	Demonstrate flexibility	Demonstrate organizational abilities	Work with minimal supervision
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 5	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4

Meet deadlines	Employ analytical skills	Demonstrate responsibility	Be a team player		
P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 3	P <input type="checkbox"/> S <input type="checkbox"/> 4	P <input type="checkbox"/> S <input type="checkbox"/> 4		

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Major Category

Skill

Subskill

Comments:

1. Supervisor's comments

2. Expectations for the coming year/workplan

STORE MANAGER

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Major Category	Skill	Subskill
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3. Employee goals and objectives

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4. Career Goals

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Major Category	Skill	Subskill
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5. Recommended training

6. Employee Comments

Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: