

Part E: Critical Elements and Performance Standards: List each of the employee's Critical elements (at least one, but not more than five) and their corresponding performance standards. If Benchmark standards are used, indicate "Benchmark standards are attached" in the space below, and ensure they are attached to this form. Identify the GPRA/strategic/mission goal that the Critical element supports. At a minimum, **measurable criteria must be identified at the Fully Successful level.**

Critical Element 1:	GPRA/Strategic Goal: Performance Measure: Fee Collection: Collects appropriate fees at park entrance stations by following established accountability guidelines for handling government funds.
Performance Standards	
Exceptional	See Benchmark standards attached. In addition, employee completes balances cash drawer and reconciles permits at the end of each shift in a manner that is error free.
Superior	See Benchmark standards attached.
Fully Successful	In addition to attached Benchmark standards, the following measurable criteria apply: Employee consistently reconciles cash and permits sold at the end of each shift with an error rate of not more than 10%
Minimally Successful	The Department of the Interior has not developed a benchmark standard for Minimally Successful standard for this performance cycle; however, managers and supervisors must develop a Minimally Successful standard when plans are established for the year and/or if it is determined that an employee has not achieved Fully Successful performance. This may include a specific Benchmark standard in the EPAP itself or a narrative Letter of Expectations attached and made part of the performance standard which must indicate the following information: 1) the employee is on notice that his/her performance is less than Fully Successful; 2) that the employee's performance is Minimally Successful and what constitutes the Minimally Successful performance (written in a forward, not backward manner), such as "your performance is Minimally Successful which means that you have completed certain work products 50% of the time"; 3) that the employee must continue at this level in order to avoid falling to the Unsatisfactory level; and 4) that the expectation is that the employee will get back to the Fully Successful level of performance. Please contact your servicing Human Resource Office for assistance.
Unsatisfactory	See Benchmark standards attached. In addition: Employee has an error rate on daily shift report more than 20% of the time.

Narrative Summary

Describe the employee's performance for each Critical element. A narrative summary must be written for each element assigned a rating of Exceptional, Minimally Successful, or Unsatisfactory.

Rating for Critical Element 1:

Exceptional-5 Superior-4 Fully Successful-3 Minimally Successful-2 Unsatisfactory-0

Part E: Critical Elements and Performance Standards: List each of the employee's Critical elements (at least one, but not more than five) and their corresponding performance standards. If Benchmark standards are used, indicate "Benchmark standards are attached" in the space below, and ensure they are attached to this form. Identify the GPRA/strategic/mission goal that the Critical element supports. **At a minimum, measurable criteria must be identified at the Fully Successful level.**

Critical Element 2:	GPRA/Strategic Goal: Performance Measure: Visitor Information Services: Visitors are greeted in a positive and welcoming manner and provided accurate information on park features and current park conditions.
Performance Standards	
Exceptional	See Benchmark standards attached. In addition: Visitors consistently receive superior service based on customer service surveys or verbal/written comments; constantly improves personal knowledge of the area to provide better information to visitors
Superior	See Benchmark standards attached
Fully Successful	In addition to attached Benchmark standards, the following measurable criteria apply: Consistently greets visitors in a positive and welcoming manner; employee has good area knowledge to offer assistance to visitors and respond to inquiries; deals with controversy and conflict in professional, de-escalating and logical manner
Minimally Successful	The Department of the Interior has not developed a benchmark standard for Minimally Successful standard for this performance cycle; however, managers and supervisors must develop a Minimally Successful standard when plans are established for the year and/or if it is determined that an employee has not achieved Fully Successful performance. This may include a specific Benchmark standard in the EPAP itself or a narrative Letter of Expectations attached and made part of the performance standard which must indicate the following information: 1) the employee is on notice that his/her performance is less than Fully Successful; 2) that the employee's performance is Minimally Successful and what constitutes the Minimally Successful performance (written in a forward, not backward manner), such as "your performance is Minimally Successful which means that you have completed certain work products 50% of the time"; 3) that the employee must continue at this level in order to avoid falling to the Unsatisfactory level; and 4) that the expectation is that the employee will get back to the Fully Successful level of performance. Please contact your servicing Human Resource Office for assistance.
Unsatisfactory	See Benchmark standards attached In addition: responds to visitor inquiries with inaccurate information; exhibits confrontational attitude when dealing with dissatisfied visitors as reflected in visitor verbal or written comments or surveys

Narrative Summary

Describe the employee's performance for each Critical element. A narrative summary must be written for each element assigned a rating of Exceptional, Minimally Successful, or Unsatisfactory.

Rating for Critical Element 2:

Exceptional-5 Superior-4 Fully Successful-3 Minimally Successful-2 Unsatisfactory-0