

DEPARTMENT OF PARKS AND TOURISM

PERFORMANCE REVIEW SYSTEM

EMPLOYEE:	Woodard, Lee	ACT-PT#:	030-PT35
EMPLOYEE #:	95679	ISSUE DATE:	01-28-13
POSITION #:	2211-6793	SUPERSEDES:	07-01-07
JOB TITLE (CC):	Lodge Manager (G095C)	PAGE:	1 of 3
DIVISION:	Parks	P.R. DATE:	January 28
LOCATION:	Mount Magazine	REVIEWER:	Becky Bariola

JOB ELEMENTS and TASKS, TASK MEASUREMENTS and PERFORMANCE STANDARDS

JOB ELEMENTS:

I. SUPERVISION

JOB TASKS: (What The Job Does)

- 1) Provide daily supervision to employees.
- 2) Complete performance appraisals.
- 3) Counsel/discipline employees as needed and document the action.
- 4) Approve leave requests.
- 5) Prepare and/or approve work schedules.
- 6) Maintain performance files.
- 7) Interview prospective employees.
- 8) Select/hire new employees.
- 9) Train and/or provide training for employees.

TASK MEASUREMENTS: (Used To Measure Job Tasks)

- 1) Knowledge
- 2) Techniques, Skills, Procedures
- 3) Accuracy, Thoroughness
- 4) Timeliness
- 5) Willingness, Cooperativeness, and Teamwork

II. GENERAL MANAGEMENT

JOB TASKS: (What The Job Does)

- 1) Monitor facility for compliance with health department standards.
- 2) Approve activities of park revenue producing facilities.
- 3) Arrange patron services for large and/or special interest groups.
- 4) Conduct staff meetings to gain input.
- 5) Serve as senior uniform officer in absence of other designated staff.

TASK MEASUREMENTS: (Used To Measure Job Tasks)

- 1) Knowledge
- 2) Techniques, Skills, Procedures
- 3) Accuracy, Thoroughness
- 4) Willingness, Cooperativeness, and Teamwork

III. PUBLIC/COMMUNITY RELATIONS

JOB TASKS: (What The Job Does)

- 1) Coordinate special events with community leaders and the media.
- 2) Provide information and assistance to park visitors.
- 3) Present information on the park and surrounding area to guests, may include giving programs or lectures.
- 4) Meet with civic leaders, church officials, health department personnel and central office personnel to make arrangements and solve problems.

TASK MEASUREMENTS: (Used To Measure Job Tasks)

- 1) Techniques, Skills, Procedures
- 2) Willingness, Cooperativeness, and Teamwork

IV. INTERNAL BUSINESS CONTROL

JOB TASKS: (What The Job Does)

- 1) Approve purchases for resale and lodge facilities.
- 2) Monitor inventory of resale facilities.
- 3) Plan prices on restaurant menus.
- 4) Submit budget and capital equipment specifications, justifications and requests.
- 5) Evaluate and chose items for resale in gift shops and restaurant.

TASK MEASUREMENTS: (Used To Measure Job Tasks)

- 1) Knowledge
- 2) Techniques, Skills, Procedures
- 3) Accuracy, Thoroughness
- 4) Timeliness
- 5) Willingness, Cooperativeness, and Teamwork

V. PLANNING and DEVELOPMENT

JOB TASKS: (What The Job Does)

- 1) Plan lodge activities.
- 2) Review past operation records.
- 3) Develop goals and priorities for revenue producing facilities.
- 4) Plan winter or off-season projects.
- 5) Participate on park planning team.

TASK MEASUREMENTS: (Used To Measure Job Tasks)

- 1) Knowledge
- 2) Techniques, Skills, Procedures
- 3) Accuracy, Thoroughness
- 4) Timeliness
- 5) Willingness, Cooperativeness, and Teamwork

VI. RECORD KEEPING/REPORTS

JOB TASKS: (What The Job Does)

- 1) Complete operational reports for revenue producing facilities.
- 2) Report to Central Office on requested subjects.
- 3) Complete reports which explain plans or operational needs.

- 4) Monitor inventory records.

TASK MEASUREMENTS: (Used To Measure Job Tasks)

- 1) Knowledge
- 2) Techniques, Skills, Procedures
- 3) Accuracy, Thoroughness
- 4) Willingness, Cooperativeness, and Teamwork

See

Task Measurements and Performance Standards
(Next Five (5) Pages)

And

Signature Page
(Last Page)

Arkansas Department of Parks & Tourism

EMPLOYEE PERFORMANCE EVALUATION FORM		P.E. DATE: January 28, 2016
PART I – RATED EMPLOYEE IDENTIFICATION		
Name (Last, First, MI) Woodard, Lee	Personnel Number 95679	Agency ADPT-Mount Magazine
Position Title Lodge Manager	Class Code G095C	Position Number 2211-6793
PART II – RATER EMPLOYEE IDENTIFICATION		
Name of Rater (Last, First, MI) Bariola, Becky	Telephone Number 479-963-8502	Position Title Supt. V
PART III – REVIEWING OFFICIAL EMPLOYEE IDENTIFICATION		
Name of Reviewing Official (Last, First, MI) Lewis, Shea	Telephone Number 501-682-9496	Position Title Region 5 Supv.
PART IV – PERFORMANCE STANDARDS		
Duty Area: Supervision		
Standard:		
Results:		
Comments:		
Exceeds Standard <input checked="" type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>		
Duty Area: General Management		
Standard:		
Results:		
Comments:		
Exceeds Standard <input checked="" type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>		
Duty Area: Public/Community Relations		
Standard:		
Results:		
Comments:		
Exceeds Standard <input checked="" type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>		
Duty Area: Internal Business Control		
Standard:		
Results:		
Comments:		
Exceeds Standard <input checked="" type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>		
Duty Area: Planning & Development		
Standard:		
Results:		
Comments:		
Exceeds Standard <input checked="" type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>		
PART V – OVERALL RATING		
Overall Rating – It is understood that an <u>Unsatisfactory</u> in any above fields precludes awarding an <u>Exceeds Standard</u> or <u>Above Average</u> rating during this period. The overall rating received is determined at the discretion of the rating official.		

Arkansas Department of Parks and Tourism

PERFORMANCE EVALUATION ADDENDUM

PART I – RATED EMPLOYEE IDENTIFICATION

Name (Last, First, MI) Woodard, Lee	Personnel Number 95679	Agency ADPT-Mount Magazine
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PART II – ADDITIONAL CORE PERFORMANCE EXPECTATIONS/STANDARDS

Duty Area: Record Keeping/Reports
Core Expectation/Standard:
Results:
Comments:
Exceeds Standard <input checked="" type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>

Duty Area:
Core Expectation/Standard:
Results:
Comments:
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>

Duty Area:
Core Expectation/Standard:
Results:
Comments:
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>

Duty Area:
Core Expectation/Standard:
Results:
Comments:
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>

Duty Area:
Core Expectation/Standard:
Results:
Comments:
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>

Duty Area:
Core Expectation/Standard:
Results:
Comments:
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>

Arkansas Department of Parks & Tourism

Exceeds Standard <input checked="" type="checkbox"/>		Above Average <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>
Rating Period Beginning Date: <u>1/28/15</u>	Rating Period Ending Date: <u>1/28/16</u>			
By signing below the employee concurs only that the performance evaluation has been conducted. The employee's signature does not indicate that he or she agrees with the evaluation. Comments concerning performance may be submitted on a separate sheet.				
Employee's Signature: <u>Joe Winters</u>	Date: <u>5/4/2016</u>			
By signing below the supervisor certifies that all subordinate performance evaluations have been completed and forwarded to the reviewing official.				
Rater's Signature: <u>Seahyde</u>	Date: <u>5/4/16</u>			
Reviewing Official's Signature: _____	Date: _____			

Summary of File Notes
Lee Woodard, Lodge Manager
Mount Magazine State Park, #95679
1/28/15- 1/28/15

I. Supervision

Lee continues to do an excellent job at supervision. He continues to manage by hands on and will work alongside the employees when needed. He always has high standards for himself and his employees. After assigning and job task, Lee will follow up to make sure it was completed and completed to his standards. Every task done is in preparation for the best stay possible for our guests.

Files notes are very detailed and contains positive and negative. He always shows where he outlines expectations of his employees after a counselling session. He makes approving recommendations for disciplinary actions easier for management. He has also backed up denials on unemployment.

We continue to get better employees when Lee is on the interview committee. He looks for energetic, friendly applicants that will be positive team members to assist our guests. Lee will volunteer to be on committees in order to ensure we are hiring the right people.

This year the lodge has had several manager positions vacant due to some leaving and other promoting. Lee has been training the new assistant lodge manager and F & B Director. He has required the front desk and restaurant to provide a checklist for training new employees.

Rating: Exceeds Standard

II. General Management

Lee is meticulous on health standards in the restaurant and pool. He continues to meet with the inspector when possible. He brings to the employees attention and follow up with mangers when he sees employees not following regulations.

Lee has BEO meetings to go over any group activities to ensure that all departments are ready for the groups coming in for the following week. He tries to have these weekly. He works closely with the interpreters to set up park programs and activities. Due to Lee and his team focusing on details for our groups and individual guests, the park was voted #1 in 2015 as Arkansas' Best Resort in Arkansas Times.

Lee does an excellent job as the manager on duty. I leave him in charge in the absence of a uniform staff. He makes sound decisions. During winter storm events, he is always on top of getting the departments to make sure we are covered.

He has been working closely with the gift shop at the lodge to get better quality of items, more timely orders being placed and display. He has been working with the restaurant staff for better service and quality of food. He attends their staff meetings. Lee started the baker's corner in the restaurant so that it could increase sales with delicious cinnamon roles and baked goods.

He works closely with group sales to assist Heidi in making accommodations for group's requests.

Rating: Exceeds Standard

III. Public/Community Relations

Lee works with the interpretive staff on getting information out to the media on our events and specials in the restaurant.

Lee is outstanding when dealing with our guests. He greets everyone that he passes in the building. As he walks through the departments, Lee will ask guests about their visit. At times he needs to deal with unpleasant topics/complaints with visitors. He is professional when doing this. Lee connects with people through his life experiences. He will know the place the guests are from, had lived there, know people in common, etc.

He meets with the health department officials when they inspect the pool and restaurant when he is on duty. He worked closely with P&D on projects this year like the carpet, elevator, and AT&T cell by keeping them updated on projects and working with the contractors.

He does an excellent job on answering comments cards and comments from Trip Advisor. He will send comments to LaJeana to reply to posts on good and bad comments. They are professional and friendly.

Rating: Exceeds Standard

IV. Internal Business Control

Lee has always approved purchases and does an excellent job of deciding what is needed. He continues to release purchases in AASIS. He is very detailed and reviews all purchases before approving them.

Lee continues to do an excellent job on monitoring the gift shop. He has been making excellent recommendations for the manager to purchase. He is very particular on how the shop should look. He ensures that we have a good variety and the shop is always stocked.

Lee has high standard for food presentation. Again this year he had input in the menu. He has been working with the new F&B Director to update the catering menu for our groups. He has input on the buffets. Once they go out, he monitors them for presentation and waste.

Lee and Brent worked together on submitting asset requests. Lee is working with all his department managers to put together the budget for this year. He is very thoughtful in his requests.

The restaurant at times will have problems with posting. Lee is on top of it to make sure we are following procedures. He continues to monitor voids and discounts in the restaurant to ensure there is not theft. He also approves and reviews discounts in Maestro for other managers and discusses with them on why they discounted. With this, we have reduced the amount of discounts just by listening to the guests and talking with them.

Rating: Exceeds Standard

V. Planning and Development

This is one of Lee's stronger points. He plans ahead for all groups, activities, and projects. He will look at the product mix reports from the restaurant to determine what he needs for this year. He also looks at the expenses for the lodge during the winter to determine ice/winter needs. He reviewed the past three years for the budget process. Lee looked at the furnishings in the rooms and cabins and determined what we needed for the budget request. He assisted the restaurant and housekeeping with the extra help budget request.

Lee has a good working relationship with maintenance and they have been scheduling rooms and cabins for repairs throughout the winter. He has done an excellent job working with two contractors to get the windows, siding, and roof projects completed. It has taken up a good deal of his time, but he has caught many shortcuts taken by the roofers that needed to be corrected. He saved the park problems in the future.

He has been contributing to revenue producing ideas and programs. He started the baker's corner and stays on top of it. He and Brandy Oliver worked out bugs in package plans together in order to sell more rooms.

He worked closely with the lodge gift shop manager. He set goals and priorities for her to get sales back up. After a couple of months, the quality of items, display and sales were showing improvements.

Rating: Exceeds Standard

VI. Recordkeeping/Reports

Lee oversees the reports for the front desk. He reviews the monthly reports for the gift shop and restaurant no sale. Lee also reviews the weekly reports for the restaurant.

Lee does an outstanding job on completing employment reports for Personnel. With the detailed file notes he keeps, the reports give an excellent overview of why, how, and when the employee left employment. We win the unemployment cases due to his reports.

He is very diligent on updating the IEP every week. As above, he has caught several items that were not being followed in the contract. He is very detailed with Asset shells and major maintenance project requests for the needs of the lodge.

He has a good eye for the inventory in the restaurant when reviewing it. He also monitors the alcohol inventory.

Throughout the year, we have been requested to send in data for Active Network. Lee has been providing information and completing some of these.

Rating: Exceeds Standard

Overall Rating: Exceeds Standard

**Arkansas Department of Parks and Tourism
Payment Card Industry Data Security Confidentiality / Non-Disclosure Statement**

As a member of the staff of the Arkansas Department of Parks and Tourism (ADPT), I acknowledge that in the course of my employment I may have access to personal, proprietary, transaction-specific, and /or otherwise confidential data concerning customers of ADPT through the processing of credit card transactions.

As an individual with responsibilities for processing, storing and/or transmitting credit card data, I may have direct access to sensitive and confidential information in paper or electronic format. To protect the integrity and the security of the systems and processes as well as the personal and proprietary data of those to whom ADPT provides goods and services, and to preserve and maximize the effectiveness of ADPT's resources, I agree to the following:

- I will maintain the confidentiality of my password and will not disclose it to anyone.
- I will utilize credit card data for Department of Parks and Tourism business purposes only.
- I will uphold and I agree to abide by the State of Arkansas' Code of Ethics, available at http://www.adpt.arkgov.net/central_office/personnel/2005forms.htm
- I have been provided a written copy of the ADPT's Merchant Credit Card Policy regarding the proper storing, protection, and disposal of such confidential data, and I will ensure that any such data is shredded or otherwise disposed of as per approved office policy when no longer needed.
- I have read, understand, and agree to abide by the ADPT's Merchant Credit Card Policy.

The use of sensitive credit card data for personal purposes is illegal and is grounds for termination. The abuse of systems access or unauthorized disclosure or distribution of any customer's credit card data may result in prosecution.

Name (Print) LEE WOODARD

Park Location PT-35 Mount Magazine

Signature Lee Woodard

Date 5/4/2016

I certify that this employee has been trained in the proper procedures for processing, storing and /or transmitting credit card as outlined in the ADPT Merchant Credit Card Policy.

Supervisor (Print) Bobby Garola

Title Sept.

Signature Bobby Garola

Date 5/19/16

**ARKANSAS DEPARTMENT OF PARKS AND TOURISM
CODE OF ETHICS
ANNUAL ACKNOWLEDGEMENT STATEMENT**

My supervisor/manager and I have reviewed and discussed the *Arkansas Department of Parks and Tourism Code of Ethics*. I understand that my signature on this document indicates that I have read and fully understand the prohibited activities and my professional ethical conduct responsibilities as an employee of the Arkansas Department of Parks and Tourism as described in *Arkansas Department of Parks and Tourism Code of Ethics*.

LEE WOODARD

Employee Name (PRINT)

95679

Personnel #

Lee Woodard

Employee Signature

5/4/2016

Date

[Signature]

Supervisor/Manager Signature

5/4/16

Date

Note to Supervisor/Manager: The review and discussion of Arkansas Department of Parks and Tourism Code of Ethic is an annual requirement. This signed document shall be submitted to our Human Resources office along with the employee's annual performance evaluation.