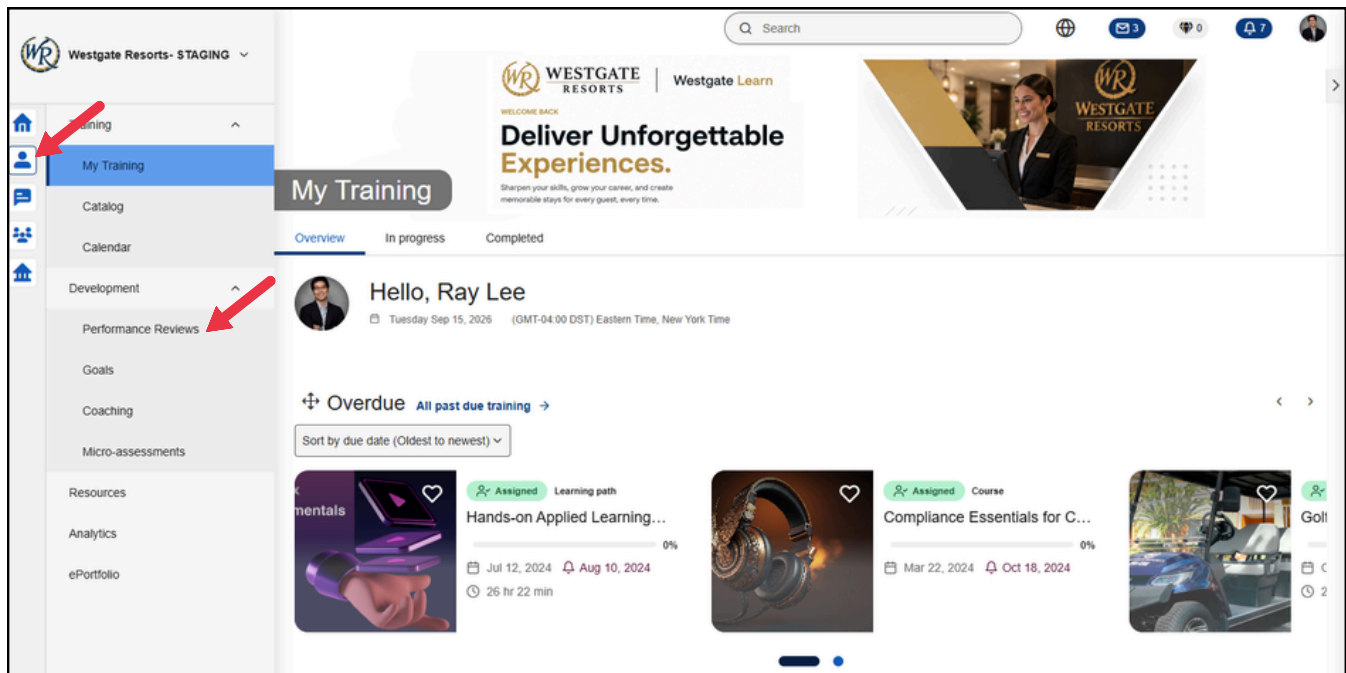




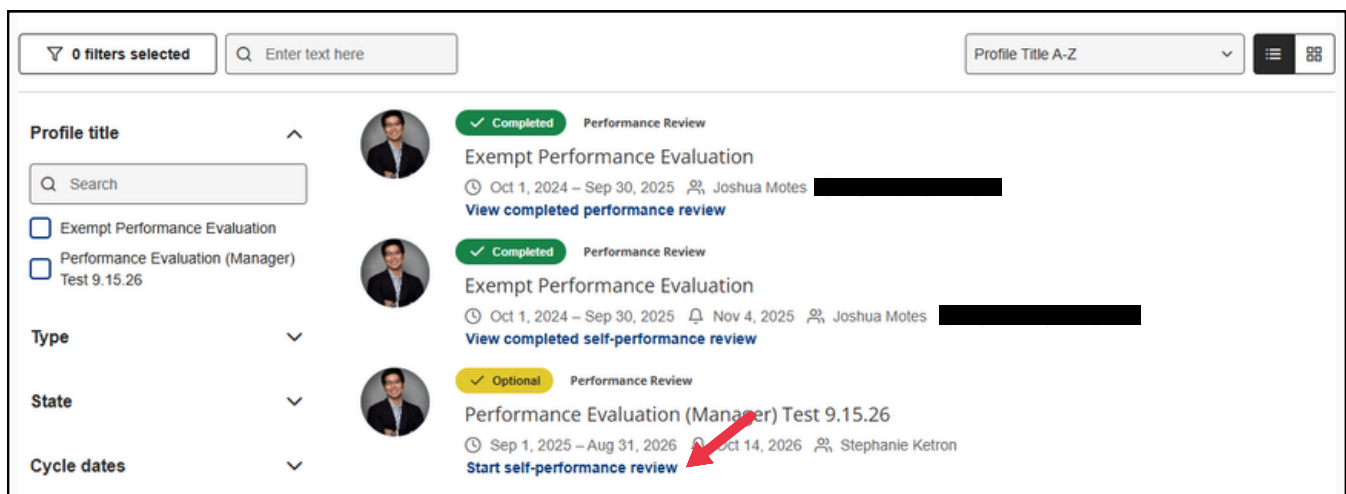
How to Submit a Performance Self-Evaluation

1. Click the  Learner menu option on the left side of your Westgate Learn application window to reach the **Learner View**.
2. From the Menu, click **Development** and then **Performance Reviews**.



Navigate to your **Performance Evaluation** and click **Start Self-Performance Review**.

- Past cycle evaluations are marked **Completed** and carry a different date range than this cycles.
- You can reference last cycle's self-performance evaluation and completed performance evaluations.





1. Verify that your direct manager's name is showing. This is your **Reviewing Leader**.
Please report any issues to learn@westgateresorts.com.
2. Click **Start Self-Performance Review**.

Self-performance review

Here's your opportunity to reflect on your achievements, challenges, and areas for improvement.

Instructions

This evaluation assesses twelve competencies that define successful performance at Westgate: five core competencies expected of every team member, and seven leadership competencies specific to this level. For each competency, you will see behavioral anchors that describe how the competency is demonstrated within our organization at the Manager level. Use these examples as a guide when evaluating performance. After evaluating the behavioral anchors, select your overall rating for the competency using the 1-5 Mastery Scale.

[Show more](#) ▾

Manager:



Stephanie Ketron
Head of Manager - Stephanie Ketron - 39428

[View profile](#)

Team member:



Ray Lee
Operations Training Manager - Stephanie Ketron - 39428

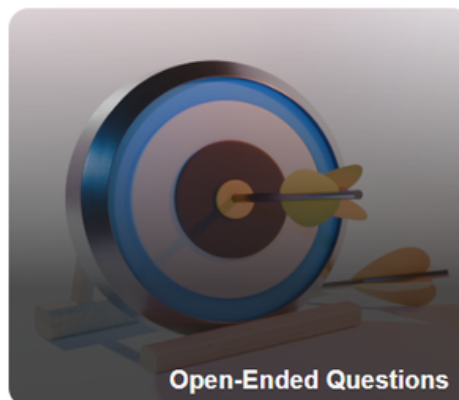
[View profile](#)

[Start self-performance review](#)

You will see the sections that make up your evaluation:

- **Competencies**
- **Open-Ended Questions**

Click Continue.





Last year we moved evaluations out of paper and into Westgate Learn. This year they are built on **One Standard of Excellence: The Westgate Competency Model**.

Competencies describe what great performance looks like in observable behavior rather than in general impressions. That does three things: it makes ratings more consistent between leaders, it gives Team Members a clear picture of what to work toward, and it connects your evaluation to the goal setting and training already aligned to the same model.

Take the One Standard of Excellence: The Westgate Competency Model course to learn more. <https://app.schoox.com/academy/WestgateResorts/learner/course/13390289/about>

- All performance evaluation overall ratings are now an average of the competency scores.
- Team Members at the individual contributor level will be evaluated on only the five core competencies highlighted blue below. Supervisors and above will include seven additional leadership competencies for a total of twelve.





1. There are five (Individual Contributor) or twelve (Supervisor and above) competencies listed to rate.
 - a. Carefully read the description of the competency and the behaviors. The behaviors are specific to your job level.
 - b. Select the rating from the drop-down. Click the icon next to the drop-down to view a description of the ratings.
 - c. Enter your rating rationale into the text box. The text box accepts text and links, but not uploaded media like images or videos.
 - d. If you would like to submit additional media to your review, please upload it to a SharePoint website that is accessible by your reviewing leader.
2. Click **Next** to save your response and navigate to the next competency.

Review your performance areas

Share feedback on specific areas of growth you've been focusing on.

Required fields are marked with an asterisk (*)

Area 0/12 0%

12 total areas

Service Excellence
(Supervisor)

Accountability
(Supervisor)

Continual Learning
(Supervisor)

Problem-Solving
(Supervisor)

Effective
Communication
(Supervisor)

Performance Review Area:

Service Excellence (Supervisor):
Creates memorable experiences by anticipating needs, delivering with care, and consistently exceeding expectations—whether supporting guests, clients, or internal teams. Demonstrates professionalism, empathy, and dedication to representing Westgate's values in every interaction.

Behaviors:

- Demonstrates guest-first mindset and ensures consistent service delivery
- Recognizes and responds to service issues with urgency and care
- Supports team in meeting service standards during high-volume periods
- Models service excellence behaviors for new hires and team members by setting a consistent example
- Takes initiative to resolve guest concerns even without direct oversight (Non-People Manager)

[Show less](#) ^

Rate your performance: *

Please choose a rating v

Add your review *

B *I* := := @ ≡ ≡ ↶ ↷

Next →



You can confirm that your response was saved by verifying that the green highlight, check mark, and updated progress bar.

Review your performance areas

Share feedback on specific areas of growth you've been focusing on.

Required fields are marked with an asterisk (*)

Area 1/12 8%

12 total areas

✓ Service Excellence (Supervisor)

Accountability (Supervisor)

Continual Learning (Supervisor)

Problem-Solving (Supervisor)

Effective

Performance Review Area:

Accountability (Supervisor):
Takes full ownership of results—both personal and team-based. Repeatedly communicates clear expectations, follows through on commitments, and ensures alignment with standards, policies, and timelines. Maintains integrity, learns from mistakes, and holds self and others to high levels of performance across all business areas.

Behaviors:

- Sets clear expectations and holds team members accountable for daily performance
- Follows through on commitments and addresses performance gaps directly
- Documents and communicates outcomes of team goals clearly and consistently
- Ensures compliance with company standards, timelines, and service delivery
- Demonstrates personal ownership of shift-level outcomes (Non-People Manager)

[Show less](#) ^

Rate your performance: *

After rating all of the competencies, you will be presented with four open-ended questions. These are not scored, but add additional context to your performance evaluation. Enter your response in the text box, and click next.

Review your performance areas

Share feedback on specific areas of growth you've been focusing on.

Area 0/4 0%

4 total areas

What is your greatest strength?

What is the most important are for you to develop?

What is one specific thing that you will work on this year, and what support do you need?

What do you need from your manager, the team, or the business to do your best work?

Performance Review Area:

What is your greatest strength?:
How do you demonstrate this strength in your work? How does this strength contribute to their success, the team, or the business? Provide a specific example.

[Show less](#) ^

Add your review *

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You will see your **Total Score** for your self-evaluation. Click **Submit** to submit your self-evaluation to your manager. **Note, you cannot make changes after submission, so double check your responses!*

Your performance review summary

Review your ratings for each part of your performance review before you finalize it.

Section name	Team member score
Competencies	4.75
Open-Ended Questions	- ⓘ
Total Score:	4.75 (4 - Outstanding) ⓘ

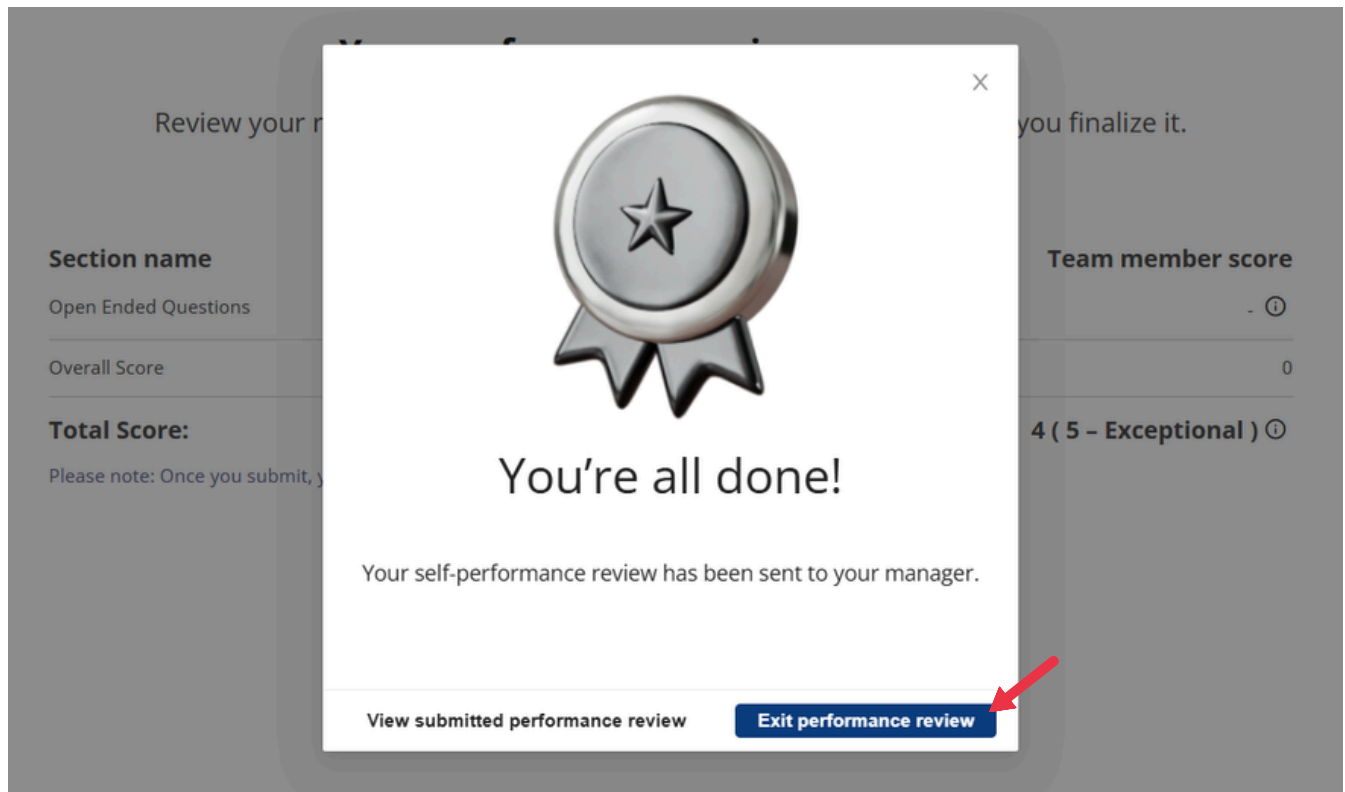
Please note: Once you submit, you will be unable to edit any fields.



Submit



Click **Exit Performance Review**.



You can verify that your self-evaluation was submitted by checking for the indicator.

✓ Completed



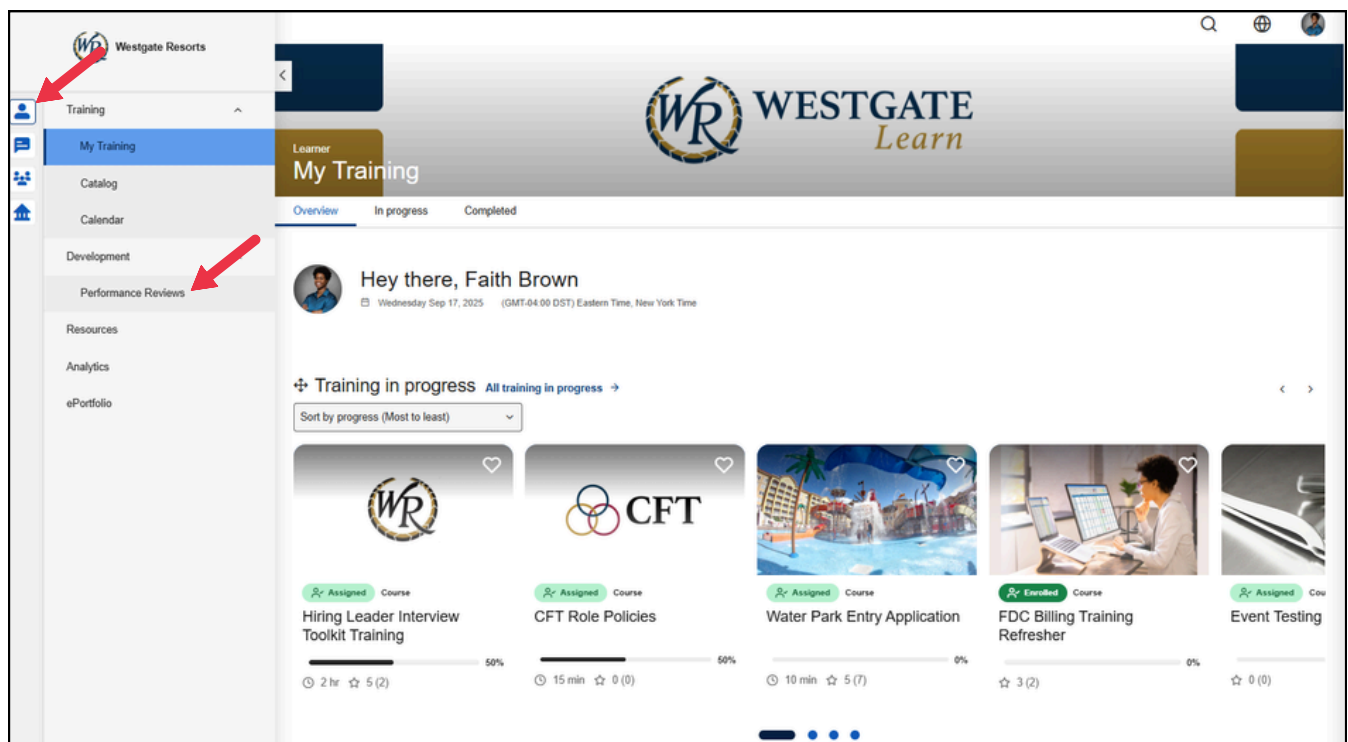
What's next?

Your performance evaluation has been sent to your direct manager. They will be able to view your submitted scores and comments as they complete your evaluation.

Your manager will schedule a performance conversation with you to review your evaluation and release it to you. Afterwards, you will be asked to log-in to Westgate Learn to **sign-off** on your completed evaluation.

How to Sign-Off on an Evaluation:

1. Click the  icon on the left side of your Westgate Learn application window to reach the **Learner View**.
2. From the Menu, click **Development** and then **Performance Reviews**.





Click **Sign Performance Review**.



 Required

Performance Review

Test of Job Based Assignment (Non-Exempt 9.24.25)

 Sep 1, 2024 - Aug 31, 2025
  Gabriela Munoz
  4.2 (5 – Exceptional)

[Sign performance review](#)

Click **View Manager Feedback**.

Performance review—manager feedback

Your manager has provided feedback on your strengths and areas where you can improve.

Manager:



Gabriela Munoz

Head of Manager - Gabriela Munoz - 34323

Team member:



Albani Barrios Vilchez

Non-Exempt - Gabriela Munoz - 34323

[View manager feedback](#)

- Click **Next** to review each section of the performance evaluation.
- Click the empty **“Sign-Off”** box to sign-off on your completed evaluation.

Section name	Manager score	Team member score
Area section 1	4.2	-
Total Score:	4.2 (5 – Exceptional)	0 ⓘ
Sign Off *		
☐		

End of guide.