



Monterey County Parks Department

Concession Performance Evaluation

Concessionaire:

Date:

Categories

(Check the appropriate rating and include comments. Written comments are required on any scores of excellent or contract noncompliance)

Excellent

Satisfactory

Needs Improvement

Contract Noncompliance or Unacceptable

Contract Compliance

Not Applicable

Accounting

Payments made in a timely manner

Comments:

Inventories reported timely and accurate

Comments:

Maintains and provides adequate and accurate accounting records

Comments:

Annual financial reports timely and accurate

Comments:

Insurance

Maintains required liability insurance

Comments:

Maintains required vehicle insurance

Comments:

Maintains required performance bond

Comments:

Maintains workers compensation insurance

Comments:

Maintains required property insurance

Comments:

Safety

Fire safety and prevention

Comments:

General safety and illness prevention programs

Comments:

Electrical safety

Comments:

Pest control

Comments:

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Staffing	General Manager						
	Comments:						
	Operations Manager						
	Comments:						
	Marina Manager						
	Comments:						
	General staff training / knowledge / skills						
	Comments:						
Naci Rental Condos	Emergency call back response						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
Naci Marina / Boat Rental	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						
	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
Naci Marina / Boat Rental	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Marina / Boat Rental	Fiscal performance						
	Comments:						

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Naci General Store	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Admin	Fiscal performance						
	Comments:						
	Interior housekeeping and maintenance						
Naci Restaurant	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Fiscal performance							
Comments:							

	Categories	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
	<i>(Check the appropriate rating and include comments as necessary)</i>						
Naci Laundry Facility	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Swimming Pool	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Pool housekeeping and maintenance						
	Comments:						
	Grounds housekeeping / maintenance / grounds						
	Comments:						
Naci Trailer Rentals	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Fiscal performance							
Comments:							

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Naci Mobile Home Units	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Dry Storage	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
SA South Marina / Boat Rental	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
Exterior housekeeping / maintenance / grounds							
Comments:							
Fiscal performance							
Comments:							

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
SA South Restaurant	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
Exterior housekeeping / maintenance / grounds							
Comments:							
Fiscal performance							
Comments:							
SA South General Store and Gas Station	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
Exterior housekeeping / maintenance / grounds							
Comments:							
Fiscal performance							
Comments:							
SA South Laundry / Storage	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Fiscal performance							
Comments:							

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
SA South Mobile Home Units	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						
SA South Ice House	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						
SA South Dry Storage	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
Comments:							

	Categories	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
	<i>(Check the appropriate rating and include comments as necessary)</i>						
SA North General Store	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Fiscal performance							
Comments:							
SA North Mobile Home Units	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Fiscal performance							
Comments:							
Marketing Program	Service level / productivity						
	Comments:						
	Staffing						
	Comments:						
	Creativity						
	Comments:						
	Web content						
	Comments:						
	Social media content						
Comments:							
Written materials							
Comments:							

	Overall Contract Evaluation				Excellent	Good	Satisfactory	Unacceptable Performance	Contract Non-compliance
	<i>(Check the appropriate rating and include comments as necessary)</i>								
Overall Evaluation	Product mix and pricing								
	Comments:								
	Customer service								
	Comments:								
	Facility Maintenance								
	Comments:								
	Fiscal performance								
Comments:									
General comments:									
Rater's Signature:							Date:		
In signing this evaluation, I do not necessarily agree with the conclusions of the rater and have been offered the opportunity to provide a written response that will be attached to this evaluation.									
Concessionire's Signature							Date:		