



TEAM MEMBER APPRAISAL FORM

Name: _____

Date: _____

Instructions: Circle the number beside the description which best reflects the Team Member's performance. Make specific comments on the reason for the rating.

Team Member Top Five

A. ARBY'S RED HAT SERVICE

- 1 Does not display Arby's Red Hat Service Principles
- 2 Provides the minimum required in customer service; does not do the extra things to provide Arby's Red Hat Service
- 3 Consistently delivers on Arby's Red Hat Service Principles
- 4 Consistently delivers on Arby's Red Hat Service Principles; sets the example for others; goes above and beyond to wow the customer

SPECIFIC JOB PERFORMANCE:

B. SPEED OF SERVICE

- 1 Rarely meets service time standards
- 2 Sometimes meets service time standards; does not exhibit sense of urgency
- 3 Consistently meets or beats service standards and shows a strong sense of urgency
- 4 Consistently meets or beats service standards and shows a strong sense of urgency. Helps other Team Members meet service times and promotes urgency in others.

C. PRODUCT QUALITY

- 1 Pays little attention to the quality of products being served
- 2 Is sometimes aware of product quality
- 3 Consistently serves only high quality products with pride
- 4 Consistently serves only high quality products with pride, plus teaches others others about quality standards

D. CLEANLINESS

- 1 Rarely demonstrates proper cleaning and sanitizing practices
- 2 Will clean when prompted and requires follow-up
- 3 Consistently demonstrates proper cleaning and sanitizing practices; good CAYG
- 4 Is an integral part of helping to keep the restaurant clean by teaching others and volunteering for detail projects

E. FOLLOWS SAFETY PROCEDURES (FOOD & PERSONAL)

- 1 Rarely demonstrates proper safety practices
- 2 Will follow safety procedures when prompted and requires follow-up
- 3 Consistently demonstrates proper safety practices
- 4 Is an integral part of helping to keep the restaurant safe by teaching others

Behaviors

F. PERSONAL APPEARANCE

- 1 Rarely comes to work in proper uniform and/or with good personal hygiene
- 2 Sometimes comes to work in proper uniform and with good personal hygiene
- 3 Consistently comes to work in proper uniform and with good personal hygiene
- 4 Serves as a positive example of uniform and hygiene standards and always looks professional

G. DECISION MAKING

- 1 Avoids making decisions
- 2 Learning to make good decisions with the help of management
- 3 Makes good decisions in favor of customers that result in repeat business and profit
- 4 Consistently makes good decisions in favor of the customers and helps others make the right decisions

H. SALES BUILDING

- 1 Rarely uses suggestive selling or other sales building techniques
- 2 Uses suggestive selling and other sales building techniques when reminded
- 3 Uses suggestive selling and other sales building techniques without being reminded
- 4 Consistently uses suggestive selling and other sales building techniques; creates friendly competition for team

I. INITIATIVE

- 1 Only does what is asked
- 2 Does basic responsibilities without prompting
- 3 Does basic responsibilities without prompting and acts on their own to get things done
- 4 Does basic responsibilities without prompting and acts on their own to get things done, plus finds opportunities to improve the restaurant

J. SYSTEMS EXECUTION

- 1 Does not use systems
- 2 Sometimes uses systems
- 3 Consistently uses systems
- 4 Consistently uses systems and teaches others how to use systems

K. TEAMWORK

- 1 Unwilling to cooperate with others
- 2 Cooperates with others most of the time and helps others when asked
- 3 Willingly cooperates by offering to help others when opportunities arise
- 4 Is an integral part of the team and makes valuable contributions to accomplish team goals

L. PMA

- 1 Rarely shows PMA and Enthusiasm
- 2 Shows PMA and Enthusiasm some of the time
- 3 Consistently shows PMA and Enthusiasm
- 4 Engenders PMA and Enthusiasm in others

M. RELIABILITY

- 1 Is often late or misses work
- 2 Usually on time or within a couple of minutes, rarely misses work
- 3 Consistently in position and working at scheduled time, rarely misses work
- 4 Consistently in position and working at scheduled time, rarely misses work, often available when asked to cover shifts, comes in early or stays late

SPECIFIC JOB PERFORMANCE:

APPRAISAL SCORE _____

(Total ÷ 13)

Training Record: Team Member has completed the following positions: (CIRCLE)

Backline Prep
Front Cashier
Closing
Arby's Red Hat Service

Roast Beef & Slicer
DT Cashier & Runner
Maintenance
Safety First

Fry Station
Food Preparation
Breakfast

Training Level: **New Hire** **Bronze** **Silver** **Gold** **Team Trainer**

APPRAISAL OBJECTIVES	GOAL DATE	RESULT

Pay Rate Change

GM's Signature

Employee's Signature