

**CHEERS FOOD & FUEL**  
**DELI TEAM MEMBER - PERFORMANCE APPRAISAL**

Name: \_\_\_\_\_ Store # \_\_\_\_\_ Time in Position: \_\_\_\_\_ 8-09

SCORE: Very Good 376 - 283 Good 282 -189 Needs Improvement 188 or Below

RATING: 4 - Excellent 3 - Good 2 - Satisfactory 1 - Needs Improvement			
Criteria	Weight	Rating	Score
1 Promotes customer relations by promptly and politely greeting and serving our customers	10		
2 Demonstrates overall friendly and service oriented approach at all times towards our customers.	10		
3 Demonstrates self-control and courtesy in handling customer problems and complaints	10		
4 Uses correct systems to manage and properly record deli waste. Stays within deli waste goals.	8		
5 Follows good health safety practices when handling foods including good hand washing, rotation of products, and ensuring temperatures are correct.	8		
6 Closely monitors the cost of products and makes correct adjustments to the retails of deli items to ensure net margins do not fall below budget.	8		
7 Follows the company's loss prevention guidelines	8		
8 Properly follows Task List	8		
9 Keeps management informed of any problems, events or needs which can affect the operation of the store	4		
10 Properly price, stock and rotate merchandise	4		
11 Adheres to company dress code	4		
12 Demonstrates initiative to undertake unassigned tasks	4		
13 Reports to work as scheduled	4		
14 Follows all safety practies on a daily basis including good housekeeping skills	4		
<b>Total Score</b>			
Goals met for current appraisal period:			
Goals for upcoming appraisal period:			
Store Manager's comments:			
Customer Service Representative comments:			

Multi unit manager: \_\_\_\_\_ Date: \_\_\_\_\_

Store Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Service Representative: \_\_\_\_\_ Date: \_\_\_\_\_