

CHEERS FOOD & FUEL
MAINTENANCE - PERFORMANCE APPRAISAL

Name: _____ Store # _____ Time in Position: _____ 8-09

SCORE: Very Good 312 - 219 Good 218 -125 Needs Improvement 124 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 Demonstrates the initiative and motivation to ensure all tasks get completed by the end of their shift.	8		
5 Follows the company's loss prevention guidelines	8		
6 Properly follows Task List	8		
7 Keeps management informed of any problems, events or needs which can affect the operation of the store	4		
8 Properly price, stock and rotate merchandise	4		
9 Adheres to company dress code	4		
10 Demonstrates initiative to undertake unassigned tasks	4		
11 Reports to work as scheduled	4		
12 Follows all safety practies on a daily basis including good housekeeping skills	4		
Total Score			
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: _____