

CHEERS

ASSISTANT MANAGER / SHIFT LEADER - PERFORMANCE APPRAISAL

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

SCORE: Very Good 392 - 295 Good 294 -197 Needs Improvement 196 or Below

RATING: 4 - Excellent 3 - Good 2 - Satisfactory 1 - Needs Improvement			
Criteria	Weight	Rating	Score
1 Assumes manager duties and responsibilities in absence of store manager promoting strong team environment	10		
2 Demonstrates and enforces an overall friendly and service oriented approach at all times towards our customers	10		
3 Ensures all customer problems and complaints are handled quickly and properly with courtesy and professionalism	10		
4 Properly executes marketing programs	8		
5 Demonstrates and enforces proper use of cash register, cash handling, suggestive selling and intercom usage	8		
6 Accurately completes daily paperwork including deposits to bank on time	8		
7 Accurately checks in vendors, reconciles invoices and ensures product is properly priced, stocked and rotated	8		
8 Follows, demonstrates and enforces all loss prevention guidelines	8		
9 Keeps management informed of any problems, events or needs which can affect the operation of the store	8		
10 Maintains confidentiality of personnel issues, sales volumes and other private store matters	6		
11 Train team members to promote efficiency and profitability of the store and properly record all training	6		
12 Demonstrates initiative to undertake unassigned tasks	4		
13 Follows all safety practices 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;			
Assistant Manager / Shift Leader comments:			

Director of Operations: _____ Date: _____

Store Manager: _____ Date: _____

Assistant Manager / Shift Leader: _____ Date: _____