

CHEERS
MANAGER- PERFORMANCE APPRAISAL

Name: _____ Store # _____ Time in Position: _____

8-09

SCORE: Very Good 432 - 325 Good 324 -217 Needs Improvement 216 or Below

RATING: 4 - Excellent 3 - Good 2 - Satisfactory 1 - Needs Improvement			
Criteria	Weight	Rating	Score
1 Ensures the store and all departments are customer ready, considering but not limited to physical conditions, proper uniforms, high mystery shops scores.	10		
2 Maintains store profitability goals as per budget	10		
3 Promotes teamwork and works to build a strong team in the store including recruiting, interviewing and hiring enthusiastic team members	10		
4 Ensures customer service is our first priority including follow thru that all customer problems and complaints are handled quickly and properly with courtesy and professionalism	10		
5 Demonstrates and enforces proper use of cash register, cash handling, suggestive selling and intercom usage	8		
6 Properly executes marketing programs	8		
7 Accurately completes all paperwork including deposits to bank on time	8		
8 Accurately checks in vendors, reconciles invoices and ensures product is properly priced, stocked and rotated	8		
9 Follows, demonstrates and enforces all loss prevention guidelines and keeps losses at or below budget	8		
10 Maintains open communication to keep management informed of any problems, events or needs which can affect the operation of the store	8		
11 Maintains store conditions and cleanliness standards in all departments including both inside the facility and property grounds.	6		
12 Train team members to promote efficiency and profitability of the store and properly record all training	6		
13 Maintains confidentiality of personnel issues, sales volumes and other private store matters	4		
14 Follows, demonstrates, trains and enforces all safety practices on a daily basis including good housekeeping skills	4		
Total Score	108		

Goals met for current appraisal period:

Goals for upcoming appraisal period:

Director of Operations comments:

Store Manager's comments:

Director of Operations: _____

Date: _____

Store Manager: _____

Date: _____