

CHEERS FOOD & FUEL SERVER - PERFORMANCE APPRAISAL

Name: _____ Store # _____ Time in Position: _____

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 WOW Hospitality - Consistently delivers Quality Service, Fast and Friendly.	10		
2 Speed of Service - Consistently meets or beats service standards and shows a strong sense of urgency.	10		
3 Cleanliness - Consistently demonstrates proper cleaning and sanitizing practices. Clean As You Go	10		
4 POS System - Shows knowledge, maneuverability and solve problems without assistance.	8		
5 Safety - Robbery Prevention, Cash Drops, Accident Prevention.	8		
6 Personal Appearance - Serves as a positive example of uniform and hygiene standards and always looks professional.	8		
7 Decision Making - Consistently makes excellent decisions with little or no help from management. Sets positive example for other Team Members.	8		
8 Sales Building - Consistently uses suggestive selling and other sales building techniques.	8		
9 Keeps management informed of any problems, events or needs which can affect the operation of the store.	4		
10 Teamwork - Is a integral part of the team and makes valuable contributions to accomplish goals.	4		
11 Food Safety - FIFO, Day Dots, Temps, Sanitizer,& Hand washing	4		
12 Systems Execution - Consistently uses systems and teaches others how to use systems.	4		
13 Reliability - Reports to work as scheduled.	4		
14 Practicing Principles (PEDWHL) promotes a positive work enviroment.	4		
Total Score			

Store Manager's comments:
Team Member comments:

Multi unit mgr: _____ Date: _____

Store Manager: _____ Date: _____

Team Member: _____ Date: _____