

CHEERS FOOD & FUEL
CUSTOMER SERVICE REPRESENTATIVE - 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 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 Follows correct cash handling practices and reconciles over/short	8		
5 Uses proper cash register procedures	8		
6 Follows correct gasoline and intercom procedures	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 practices on a daily basis including good housekeeping skills	4		
Total Score			

Store Manager's comments:

Customer Service Representative comments:

Multi unit mgr: _____ Date: _____

Store Manager: _____ Date: _____

Customer Service Representative: _____ Date: _____