



Instructions: Check the box next to each statement that consistently (70% or more of the time) applies to the Team Member.

Below Target	On Target	Above Target
Positive Energy		
<ul style="list-style-type: none"> <input type="checkbox"/> Comes to work with a negative attitude. <input type="checkbox"/> Does not care about how they do their job. <input type="checkbox"/> Doesn't show appreciation for other Team Members. <input type="checkbox"/> Comes to work looking sloppy. 	<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrates enthusiasm for their job. <input type="checkbox"/> Puts pride and effort into the quality of their work. <input type="checkbox"/> Shows appreciation to other Team Members. <input type="checkbox"/> Shows pride in their appearance. <input type="checkbox"/> Works towards achieving shift goals. <input type="checkbox"/> Greets every Customer. 	<ul style="list-style-type: none"> <input type="checkbox"/> Helps create a positive environment during their shift. <input type="checkbox"/> Uses CHAMPS cards to recognize others. <input type="checkbox"/> Helps energize the team to achieve shift goals. <input type="checkbox"/> Recognizes and acknowledges regular Customers.
Teamwork		
<ul style="list-style-type: none"> <input type="checkbox"/> Only completes the minimum amount of work needed. <input type="checkbox"/> Waits to be told what to do when not busy. <input type="checkbox"/> Does not help others when needed. <input type="checkbox"/> Does not ask for help when needed. <input type="checkbox"/> Does not treat others with respect. <input type="checkbox"/> Does not follow safety procedures. 	<ul style="list-style-type: none"> <input type="checkbox"/> Executes Shift Excellence Board tasks. <input type="checkbox"/> Helps others out after completing their own tasks. <input type="checkbox"/> Does not leave their work for others to do. <input type="checkbox"/> Slide deploys to relieve bottlenecks. <input type="checkbox"/> Asks for help when needed. <input type="checkbox"/> Treats everyone with respect. <input type="checkbox"/> Follows safety procedures. 	<ul style="list-style-type: none"> <input type="checkbox"/> Acts as a coach to new Team Members. <input type="checkbox"/> Helps other Team Members do their jobs better. <input type="checkbox"/> Seen as a leader among the team. <input type="checkbox"/> Takes on additional tasks to help the MIC. <input type="checkbox"/> Leads the team in their group. <input type="checkbox"/> Makes all Team Members feel welcome and appreciated, especially new Team Members. <input type="checkbox"/> Helps others understand how to use the Shift Excellence Board.
Communication		
<ul style="list-style-type: none"> <input type="checkbox"/> Doesn't listen. <input type="checkbox"/> Is perceived as rude to the Customer. <input type="checkbox"/> Is perceived as rude to other Team Members. <input type="checkbox"/> Ignores the Customer. <input type="checkbox"/> Avoids other Team Members. <input type="checkbox"/> Gets defensive when receiving feedback. <input type="checkbox"/> Not willing to listen to feedback and change their behavior. 	<ul style="list-style-type: none"> <input type="checkbox"/> Listens to others. <input type="checkbox"/> Communicates effectively with other Team Members. <input type="checkbox"/> Communicates effectively on the line to ensure accuracy, product quality, and speed targets are achieved. <input type="checkbox"/> Takes feedback without getting defensive. <input type="checkbox"/> Listens to feedback and changes behavior. 	<ul style="list-style-type: none"> <input type="checkbox"/> Can communicate effectively in writing. <input type="checkbox"/> Works to resolve Team Member issues. <input type="checkbox"/> Brings issues to the RGM's attention. <input type="checkbox"/> Helps RGM understand what additional communication would be helpful to the team. <input type="checkbox"/> Asks for feedback on how to improve.
Time Management		
<ul style="list-style-type: none"> <input type="checkbox"/> Does not put the Customer first. <input type="checkbox"/> Completes tasks slowly. <input type="checkbox"/> Does not complete his/her assigned work. <input type="checkbox"/> Cuts corners and does not complete tasks accurately and completely. <input type="checkbox"/> Is not rush ready. 	<ul style="list-style-type: none"> <input type="checkbox"/> Takes care of the Customer first. <input type="checkbox"/> Works quickly and completes tasks accurately and properly. <input type="checkbox"/> Completes his/her assigned work. <input type="checkbox"/> Is rush ready. 	<ul style="list-style-type: none"> <input type="checkbox"/> Has time to take on additional responsibilities. <input type="checkbox"/> Coaches others on how to complete tasks quickly, accurately, and properly. <input type="checkbox"/> Seeks out more cross training to improve skills. <input type="checkbox"/> Helps make sure the restaurant is rush ready.
Problem Solving		
<ul style="list-style-type: none"> <input type="checkbox"/> Ignores problems. <input type="checkbox"/> Unable to solve small problems on their own. <input type="checkbox"/> Does not learn from their mistakes. 	<ul style="list-style-type: none"> <input type="checkbox"/> Takes care of problems quickly when they come up. <input type="checkbox"/> Can take care of Customer complaints using L.A.S.T. <input type="checkbox"/> Knows when to ask the MIC for help solving a problem. 	<ul style="list-style-type: none"> <input type="checkbox"/> Keeps smaller problems from becoming larger problems. <input type="checkbox"/> Offers solutions to help the restaurant run better. <input type="checkbox"/> Shares ideas with managers to help resolve restaurant problems.
Overall		



Instructions: Check the box that best describes how frequently the Team Member delivers results.

Results During Your Shift	Rarely/ Sometimes: less than 60% of the time	Usually: 60-90% of the time	Almost Always: more than 90% of the time	Does Not Apply
People				
Shows up for work on time.				
Appearance is neat, clean, properly groomed and in uniform.				
Lets MIC or RGM know well ahead of time any days off requirements.				
Contributes to positive professional and friendly work environment.				
Ensuring Customer Satisfaction				
Cleanliness: Restaurant is always clean; maintains clean work station.				
Hospitality: Makes Customers feel important, understood, and energized.				
Accuracy: Delivers accurate orders to the Customer.				
Maintenance: Lets MIC know when equipment or facility needs attention.				
Product: Delivers quality food to the Customer.				
Speed: Delivers quality food to Customer within speed guidelines.				
Maintains food safety.				
Act Like an Owner				
Cash controls are within restaurant guidelines.				
Minimizes waste by following prep and hold guidelines.				
Accurately executes new product rollouts.				
Restaurant is a safe place to eat and work.				
Overall:				

Comments:

Next Steps: Select 3 things to focus on that will deliver the most impact on overall performance.

Behavior or Result	Action	Complete by:
1.		
2.		
3.		

Team Member Signature:

Date:

Supervisor Signature:

Date: