

Employee Performance Review

Date:

Employee Name:

Store Location:

The purpose of your review is not to find fault with your performance, but to identify areas in which you excel or need improvement for the benefit of the team. Your review is to also exemplify how important customer service is for our business.

Rating Scale Guidelines Used To Evaluate Demonstrated Attributes:

When evaluating all areas should be accompanied with an explanation of why or an example

Excellent: 100% of the time (employee is a role model for specific trait)

Above Average: Frequently (this is the standard employees should meet)

Average: Sometimes (needs improvement)

Substandard: Unacceptable (needs attention immediately)

- 1. Customer Service** (Greet all customers, personal interaction with customers, willingness to assist with customer needs)
- 2. Personal Appearance** (Wears proper uniform daily, nametag, employee is clean, bathed and groomed properly. Employee doesn't show up to work in leggings, jeans with holes)
- 3. Attendance/Flexibility** (Employee shows up for all scheduled shifts, doesn't switch shifts frequently, is on time to all scheduled shifts, has flexibility with schedule)
- 4. Fulfills Shift Duties** (Keeps busy, finds extra duties beyond daily checklist, participates in weekly clean sheet)
- 5. Follows Store Policies** (Personal Cell Phone, Break, workplace conversation, social media, visitors)

6. **Teamwork** (Gets along well with other employees, picks up where others left off, complaining, hard to get along with)

7. **Manager Interaction** (Follows direction, open to suggestions, willingness to learn, attitude, respectful)

8. **Tobacco/Alcohol Sales** (Understands policy, 100% ID for alcohol purchases, complains about being required to ask for ID)

9. **Rewards Knowledge & Participation** (Employee asks all customers if they have a rewards card and if they decline, he/she offers one. Employee understands and explains the reward card benefits to customers who don't understand instead of just offering them the pamphlet to take home and look over)

10. Cash Register Operations

Evaluation Date:

Customer Purchase:

- a. **Speed** (How long did it take to complete transaction)
- b. **Efficiency** (Math skills, counted back change to customer)
- c. **Rewards** (Cashier asked & offered rewards during transaction)
- d. **Customer Interaction** (Cashier was engaged with customer)

11. Cash Register Accuracy

- a. **Drops** (Accurate and within the acceptable range)
- b. **Over/Short** (Cashier has minimal shortages)
- c. **Paperwork** (Cashier Always includes the correct receipts, coupons, lottery in folders and also has them filed in the appropriate places)

12.Pizza Technique

- a. **Type of Pizza:**
- b. **Prep Time** (Start time at rolling dough, end time when pizza is cut and ready to serve)
- c. **Eye Appeal**
- d. **Procedure** (Measuring cups, proper hand washing, timer & proper utensils were all used during evaluation)

13.Does Employee Show Interest in:

- a. **Management**
- b. **Elevated Responsibilities**
- c. **Transfer**
- d. **Emergency Fill In at other stores**

Goals:

- 1.
- 2.
- 3.

Employee Comments:

Manager Comments:

Employee Signature:

Date:

Manager Signature:

Date: