

Kitchen Staff 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, apron, hair net/hat)
- 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. **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)

9. **Knowledge & Participation w/ Daily Specials** (Knows how to prep & serve all daily lunch specials)
 - a. **Type of Daily Special:**
 - b. **Prep Time** (Start time at customer order, end time when special is served):
 - c. **Eye Appeal :**
 - d. **Procedure** (Measuring cups, proper hand washing, timer & proper utensils were all used during evaluation):

10. **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):

11. Portion & Temperature Control (Portions are built to our standard every time, cashier is checking and logging food temperatures when needed, staff member understands the importance of temperature control and pulls items from heating/cooling units before food reaches danger zone temperatures)

12. Attention to Detail (Wastes items when appropriate, doesn't serve items that aren't of good quality, pays attention and uses timers when making pizza to ensure warmers are kept full and pizza is pulled after the appropriate hold time)

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: