



Performance Evaluation

Associate: _____

_ Date of Evaluation: _____

Any marks that are not in the “Meets Expectations” section requires comments below.

Performance Category	Improvement Needed	Meets Expectations	Exceeds Expectation
Reliability/Dependability (<i>Shows up for scheduled shifts and meetings; follows directions; punctuality; follows through with work assignments and duties</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Job Knowledge (<i>Understands key functions of job, opening/closing, recipes, equipment usage, health regulations, policies and procedures, POS, parties</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Customer Service (<i>friendliness; tact; phone etiquette; work well under pressure; ability to understand and meet the needs of guests; attentive to guests</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Team Player (<i>Works well with other associates; pulls own weight; helps others complete tasks; comfortable with doing unpleasant tasks when others are doing more interesting tasks; supportive</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Attitude (<i>Works well with other associates; serves as a positive image to other associates and guests; represents the business well; maintains a “can do” attitude; looks for the positive in situations.</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Leadership (<i>Makes good decisions; successful at teaching other associates; demonstrates organization and ability to handle stressful situations; demonstrates by example “walks the talk”; good suggestions</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Sale Ability (<i>Able to entertain guests; able to “sell up” items; able to focus on specials and items that need to be sold; able to come across friendly and helpful; not pushy; strategically inclined; tours.</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Initiative/Proactive (<i>Looks for things that need to be done; is rarely found “doing nothing;” rolls up sleeves and does the dirty jobs just because they need to be done; looks for ways to improve; able to solve potential problems before they occur.</i>)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>

Turn Over 

General Overview of Associate's Performance:

Goals to Work Towards (and Strategy for obtaining those goals):

Summary and Final Result of Evaluation:

Evaluator: _____(Signature) Date/Time of Evaluation:_____

I participated in this evaluation and I clearly understand the evaluator's opinions of my past performance and future expectations. If I disagree with any items listed on this evaluation, I understand that I can write an addendum within 7 days to be attached to this evaluation in my personnel file.

Associate's Signature:_____ Date:_____