**Crew Member Performance Review**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Complete section one for all employees.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Behavior**  | **Needs Improvement**  | **Meets Standards** | **Good**  | **Outstanding**  |
| Makes contributions as a member of the team |  |  |  |  |
| Supports co-workers in responding to and meeting business needs |  |  |  |  |
| Helps other team members with tasks as needed |  |  |  |  |
| Follows procedures carefully and correctly  |  |  |  |  |
| Consistently shows up on time for scheduled shifts/does not accumulate excessive unexcused absences  |  |  |  |  |
| Works well in a fast-paced environment |  |  |  |  |
| Willing to offer assistance without being told |  |  |  |  |
| Accomplishes tasks in time given to meet or exceed standards  |  |  |  |  |
| Keeps busy without much direction |  |  |  |  |
| Strives for continuous improvement |  |  |  |  |
| Consistently follows grooming standards  |  |  |  |  |
| Practices “clean as you go” and helps with stocking, cleaning, dishes, etc.  |  |  |  |  |
| Willingly follows direction from managers |  |  |  |  |

1. Complete this section only if the employee works in the Service areas. If they do not have Service experience, move to section 3.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Behavior**  | **Needs Improvement**  | **Meets Standards** | **Good**  | **Outstanding**  |
| Achieves nearly 100% accuracy in customer orders |  |  |  |  |
| Handles complaints quickly and effectively  |  |  |  |  |
| Treats each customer like a valued guest |  |  |  |  |
| Delivers quick and impressive service  |  |  |  |  |
| Goes the extra mile to ensure guest satisfaction  |  |  |  |  |
| Meets or exceeds service time standards and strives to improve or help the team achieve their goals  |  |  |  |  |

1. Complete this section only if the employee works in the Kitchen/Prep areas. If they do not have Kitchen experience, skip this section.

|  |  |  |  |  |
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| **Performance Behavior**  | **Needs Improvement**  | **Meets Standards** | **Good**  | **Outstanding**  |
| Achieves nearly 100% accuracy in customer orders |  |  |  |  |
| Delivers hot, fresh product |  |  |  |  |
| Meets or exceeds food safety standards and procedures |  |  |  |  |
| Follows all procedures including 2 sandwiches at a time, cabinet levels, monitoring quality, etc.  |  |  |  |  |
| Meets or exceeds kitchen service time standards and strives to improve or help the team achieve their goals  |  |  |  |  |

1. List two specific examples of performance to support above evaluation.

**Situation/Task given**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Action Taken by employee:**

**Result of action:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Alternative Action/Result:**

**Overall Result Rating:** Needs Improvement \_\_\_ Meets Standards \_\_\_ Good \_\_\_ Outstanding \_\_\_

**Situation/Task given**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Action Taken by employee:**

**Result of action:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Alternative Action/Result:**

**Overall Result Rating:** Needs Improvement \_\_\_ Meets Standards \_\_\_ Good \_\_\_ Outstanding \_\_\_

**Developmental Needs/Goals:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**By When?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Person(s) Responsible** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Employee Feedback:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Wage Increase: \_\_\_\_\_\_\_\_\_ Effective Date of Increase: \_\_\_/\_\_\_\_/\_\_\_\_\_ Next Review Date: \_\_\_/\_\_\_\_\_/\_\_\_\_**

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**