



Shift Leader Name:	Date:	Competency Ratings P - Premier ME - Meets Expectations NI - Needs Improvement
Restaurant:		
Competency Ratings: <u>Premier:</u> Exceeds performance levels on goals, operations and competencies. Unquestionable integrity with accountability. Goes above and beyond delivering Team, Guest and Financial results. <u>Meets Expectations:</u> Overall performance meets requirements for quality and quantity of work. Solid performance with minor deviations. <u>Needs Improvement:</u> Performance is less than expected. Usually performs to job requirements with the need for further development and improvement.		

Core Competencies	Rating		
	P	ME	NI
Strong Communication Skills ✓ Follows the lead of the RGM and communicates effectively with the team ✓ Is open and honest and keeps the RGM informed ✓ Demonstrates active listening skills ✓ Effectively communicates company goals ✓ Adapts communication style to fit the situation ✓ Provides feedback to team members on assigned tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Oriented.....Role Models the Big 4 ✓ Models a Safe, Friendly, Fast and Clean experience for every guest, every time ✓ Role models and teaches Smile, Greet and Thank ✓ Ensures team is following Food Safety and CORE standards ✓ Executes the MIC Success Routine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolution Oriented/Conflict Management ✓ Exercises good judgement and decision-making ✓ Displays conflict management skills to de-escalate conflicts with the team as well as guest experiences ✓ Resolves conflict utilizing CALM and the Spice Matrix	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership ✓ Always a role model ✓ Treats people with dignity and respect ✓ Maintains clear boundaries with Team Members ✓ Effectively coaches and recognizes the team throughout the shift ✓ Follows the opening and closing Playbook to ensure restaurant is set up for success	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspires the Gold Card Culture ✓ Recognizes team members for their hard work ✓ Contributes to the company's growth and success ✓ Empowers the team to OWN IT ✓ "Whatever it Takes" mindset to deliver on our Vision, each and every time ✓ Engages and motivates team to maintain a positive and upbeat culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivers on Team – Guest – Financial Results (results on next page) ✓ Team Metrics ✓ Guest Metrics ✓ Financial Metrics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Comments:

	Goal	Actual	Premier	ME	NI
TEAM					
90-Day Retention					
Team Turnover					
7-Day New Hire Survey (NHS)					
One Source Training %					
GUESTS					
DisSat					
% 5-Bells					
OTD					
OTD After 5:00					
CORE Ops					
Food Safety Deviations					
FINANCIALS					
Net Sales to Plan %					
Controllable Profit %					
Overall:					

Development Goal(s):

SIGNATURE

_____	_____	_____	_____
Shift Leader	Date	Restaurant General Manager	Date