



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

<b>Core Competencies</b>	<b>Rating</b>		
	<b>P</b>	<b>ME</b>	<b>NI</b>
<b>Outgoing and Personable.....Smile, Greet and Thank</b> ✓ Ensures outstanding guest experiences ✓ Greets every guest with a warm welcome ✓ Ends every interaction with a genuine farewell ✓ Asks for feedback on how to improve ✓ Takes feedback without becoming defensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service Orientated.....Delivers the Big 4</b> ✓ Provides a Safe, Friendly, Fast and Clean experience for every guest, every time ✓ Takes pride in every shift ✓ Knows how to handle guest complaints with the CALM, SPICE and Make-Up processes ✓ Role models neat, clean and proper uniform and grooming standards ✓ Delivers quality food to guests and within speed targets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Teamwork and Communication</b> ✓ Works and communicates effectively with fellow team members to foster a positive work environment and experience ✓ Resolves conflict utilizing CALM and Spice matrix ✓ Makes new team members feel welcome ✓ Reports to work on-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Creates High Standards and Delivers Brand Expectations</b> ✓ Displays excellent reputation and demonstrates high standards ✓ Gets the tough stuff done with optimism ✓ Works to do things with excellence ✓ Executes proper handwashing and all food safety standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Lives the Gold Card Culture</b> ✓ Demonstrates an OWN IT attitude ✓ Never accepts mediocrity ✓ Shows energy, displays a positive attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Overall:</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Development Goal(s):

<b>SIGNATURE</b>			
_____	_____	_____	_____
Team Member	Date	Area Coach	Date