FOH Team Member Self Assessment Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cohort Leader:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(1=Below standards in all areas, 2=Meets some job standards, 3=Meets all job standards,

4=Exceeds some job standards, 5=Exceeds all job areas)

* Core 4 1 2 3 4 5
* 2nd Mile Service 1 2 3 4 5
* Delivering Meals to Tables 1 2 3 4 5
* Table Touch-ins 1 2 3 4 5
* Carry Large Orders to Car 1 2 3 4 5
* Above & Beyond Expectations 1 2 3 4 5
* The Art of Reading Guests 1 2 3 4 5
* Language of Hospitality 1 2 3 4 5
* Cleaning Surfaces & Trays 1 2 3 4 5
* Stocking & FIFO 1 2 3 4 5
* Changing Trash Cans 1 2 3 4 5
* Compacting Trash & Cardboard 1 2 3 4 5
* Parking Lot Check 1 2 3 4 5
* Wet Floor Signs & Spills 1 2 3 4 5
* Tea Brewing 1 2 3 4 5
* Lemonade 1 2 3 4 5
* Coffee Brewing & Cleaning 1 2 3 4 5
* Milkshakes & Desserts 1 2 3 4 5
* Menu Knowledge
* POS 1 2 3 4 5
* Expediting Front Counter 1 2 3 4 5
* Bagging Front Counter 1 2 3 4 5
* Bagging Drive-thru 1 2 3 4 5
* Drive-thru Window 1 2 3 4 5
* Drive-thru Drinks 1 2 3 4 5
* Drive-thru Headset 1 2 3 4 5
* Face-to-face 1 2 3 4 5
* Cash Point 1 2 3 4 5
* Effective communication skills 1 2 3 4 5
* Effectively resolves conflict 1 2 3 4 5
* Effectively works with others 1 2 3 4 5
* Encourages teamwork 1 2 3 4 5
* Attentive & courteous 1 2 3 4 5
* Grooming, uniform & appearance 1 2 3 4 5
* Multi-tasking 1 2 3 4 5
* Productivity/Quality of Work 1 2 3 4 5
* Accuracy of Work 1 2 3 4 5
* Punctuality & Attendance 1 2 3 4 5
* Dependability 1 2 3 4 5
* Initiative 1 2 3 4 5
* Receptive to Coaching 1 2 3 4 5
* Job/Skill Knowledge 1 2 3 4 5

Overall Rating: 1 2 3 4 5

Poor performance in any of the above categories only has three possible reasons; please indicate which category is the contributing factor. (Circle one):

- Training/Resources/Expectations - Attitude/Character - Ability -

What things can we do to help you reach a greater level of proficiency in the above categories?

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What are your strengths? What opportunities do you have to grow?

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How can you use your strengths How can you take advantage of your

more effectively? opportunities to grow and improve?

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Team Member Signature: Date:

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

Cohort Leader Signature: Date:

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