



SHIFT MANAGER

SEMI ANNUAL PERFORMANCE REVIEW

SHIFT MANAGER: _____ STORE # _____ DATE: _____

Performance reviews should be performed semi-annually. A merit increase will be considered annually.



PRODUCT QUALITY
CUSTOMER SERVICE
IMAGE
SHIFT PAPERWORK

Table with 5 columns: Exceeds (5), 4, Meets (3), 2, Does Not Meet (1). Header: Value=

- 1. Upholds the 10 Point Pizza Rating System.....
2. Ensures Proper Dough Management.....
3. Serves only pizzas, subs and breads which meet Marco's standards.....
4. Ensures all food items are properly prepped.....
5. Ensures all food items are used within their shelf life.....
6. Ensures and models the 6 Customer Service Principles.....
7. Resolves customer service complaints so there is a WIN-WIN solution.....
8. Ensures a neat and professional appearance of all employees.....
9. Maintain a "just opened look" during the entire shift.....
10. Effectively manages routing and delivery.....
11. Effectively executes Cash Management.....
12. Understands and executes a Daily Plan.....
13. Accurately and timely completes all Shift Paperwork.....
14. Uses the Manager's Framework to develop personal skill level.....
15. Takes responsibility for Quality, Service and Profitability when MIC.....
16. Uses or ensures use of the Corner Stone materials and checklists.....

Multiply the number checked in each column by the assigned value. > [] [] [] [] []

Insert total (value of all columns) > []

Insert Average (divide total by 16) > []

Comments:

Four horizontal lines for writing comments.

Merit Increase Rating (salary increase may be adjusted at the evaluating supervisors discretion)

4.0 - 5.0 = 6% ■ 3.0 - 3.99 = 4% ■ 2.0 - 2.99 = 2% ■ 1.99 or below = 0

This semi annual Performance Review (check 1) [] Is [] Is Not, for a merit increase.

Hourly increase based on performance is : [] % [] \$ Effective Date: [] / [] / []

Shift Manager's Signature

Evaluating Supervisor's Signature