



FRONT OF HOUSE SERVICE CREW EVALUATIONS

TEAM MEMBER: _____

ROLE: _____

RADIANT VOICE SCORE: _____

SHOPPER REPORTS: _____

TYPE OF EVALUATION:

Annual

Provisional (6 month)

90 day probation period

Crew Requested

GREATEST STRENGTHS

AREAS FOR GROWTH

1.

1.

2.

2.

3.

3.

FRONT OF HOUSE EXPECTATIONS

1 (Terrible) 2 (Needs Work) 3 (Good) 4 (Very Good) 5 (Excellent)

PROFESSIONAL IMAGE:

- In clean uniform looking sharp—showered, clean, tidy appearance.

COMMUNICATION:

- Able to listen to others for understanding AND effectively communicate a message.
- Accepts feedback and coaching.
- Friendly to all HOT crew and FOH.

TEAM PLAYER:

- Understands current role.
- Asks for help when needed/offers when able.
- Encourages others.
- Never leaves crew hanging.

ATTITUDE:

- Positive and enjoyable to work with.

	1	2	3	4	5
PROFESSIONAL IMAGE:					
COMMUNICATION:					
TEAM PLAYER:					
ATTITUDE:					

CONDUCT:

- On time.
- Adheres to all standards and expectations.

SERVICE & PERFORMANCE

1 (Terrible) 2 (Needs Work) 3 (Good) 4 (Very Good) 5 (Excellent)

	1	2	3	4	5
GUEST SERVICE					
<ul style="list-style-type: none"> To what extent does crewmember take care of guests and are genuinely concerned about their guests' experience in our restaurant? <i>(Please consider Server Sequence, Radiant Voice Scores, and guest comments.)</i> 					
JOB KNOWLEDGE					
<ul style="list-style-type: none"> To what extent can crewmember perform all elements of their primary job function? How well can crewmember perform other jobs in his/her department (cross-training)? 					
QUALITY OF WORK					
<ul style="list-style-type: none"> Rate on basis of speed, thoroughness, attention to detail, concern about quality, accuracy. (Rings in orders accurately, takes out the correct food and beverage, proper use of voids, comps, and promos.) 					
CAPACITY					
<ul style="list-style-type: none"> How much work is crewmember capable of handling as compared to others in the same position? How well does crewmember anticipate workload/are they constantly buried? 					
DEPENDABILITY					
<ul style="list-style-type: none"> Does crewmember work as scheduled? Does the crew member consistently start on time? Does the crewmember follow through with what they commit to doing? 					
INITIATIVE					
<ul style="list-style-type: none"> To what extent is crewmember willing to go outside of their job description duties and do what needs to be done? 					
<i>Each box check is worth that many points. Add up each column.</i>					
<i>TOTAL SCORE (Add up points from previous row and divide by 10)</i>					

OVERALL APPRAISAL SUMMARY

Directions: Using the definitions for each performance level, check the box that best matches your appraisal of the crewmember's overall performance.

Outstanding	Excels	Proficient	Needs Improvement	Unsatisfactory
[]	[]	[]	[]	[]

MANAGER'S COMMENTS:

Areas in which job performance has been significantly above average:

Areas in which job performance requires improvement (list reasons why improvement is needed)

CREW MEMBER GOALS:

Signatures: (Crewmember: Your signature certifies that you have had the opportunity to read and discuss this Appraisal with your manager. Your signature does not imply that you agree or disagree with this Appraisal.)

Crewmember Signature: _____ Date: _____

Appraisal Completed by (manager): _____ Date: _____