



# Restaurant Assistant-Manager Career Development Quarterly Evaluation

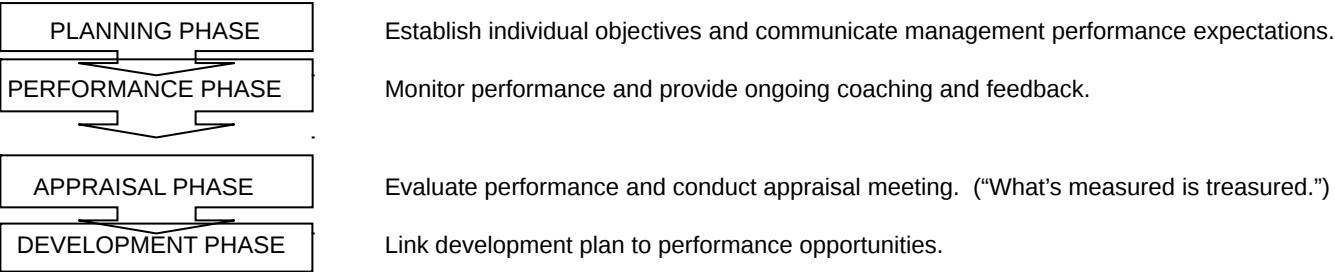
Assistant-Manager's Name \_\_\_\_\_ Date of Evaluations \_\_\_\_\_

For Period of \_\_\_\_\_ through \_\_\_\_\_ Evaluated by \_\_\_\_\_

## PURPOSE

The performance appraisal is a critical phase of the performance management process. This for is used to record performance results against objectives, to communicate performance and development feedback, and to determine the appropriateness of a salary adjustment. Success in achieving these objectives serves as the basis for ultimately improving the level of customer satisfaction at Little Caesars.

## PERFORMANCE MANAGEMENT PROCESS



## ADMINISTRATION STEPS

- ➔ Complete the appraisal on a quarterly basis (i.e., two weeks after end of the quarter)
- ➔ Use the current Field Compensation Guidelines (for annual review) to determine the merit increase and new salary.
- ➔ Please note that an additional review is not needed on the employee anniversary date. Upon the completion of the last quarterly review, annual merit increases will be determined based upon the manager's performance during the last four quarters.
- ➔ Obtain the necessary approvals prior to the appraisal meeting.
- ➔ During the appraisal meeting, communicate the performance rating, merit increase, and new salary (for annual review).
- ➔ Give employee the opportunity to review, sign, copy and comment on the performance appraisal.
- ➔ Keep the original appraisal in the home office for inclusion in the manager's personnel file.
- ➔ If there is an annual merit increase, then process the necessary status report with the appropriate signatures along with a copy of the appraisal to the home office.

## DEFINITION OF PERFORMANCE LEVELS

Read these carefully before beginning the appraisal process. If necessary, refer back to these definitions when rating the manager's performance.

1	2	3	4	5
Unacceptable Employees has not met the Job requirements. Close & Constant supervision is Needed. IMMEDIATE IMPROVEMENT IS NECESSARY.	Below Standard Employees occasionally but not consistently or completely meets job requirements. Requires above normal supervision. IMPROVEMENT IS NECESSARY.	Meets Standard Employee performs duties and consistently meets job Requirements. Requires normal supervision.	Exceeds Standard Employees meets all and exceeds most job requirements. Employee Meets some of the goals and objectives from previous Evaluation. Requires below Normal supervision.	Outstanding Employee consistently exceeds job requirements Employee exceeds all goals & objectives set during previous evaluation. Requires Little or no supervision.

# PART I: DIMENSIONAL EVALUATION RATING

## Instructions:

- Identify areas for improvement by checking ✓ the corresponding circle (s).
- Using the scale provided, rate the manager's overall performance for each dimension.
- Make comments regarding the manager's areas of strength and / or areas for improvement

1	2	3	4	5
Unacceptable	Below Standard	Meets Standard	Exceeds Standard	Outstanding

## Together Everyone Achieves More-Training

- I am a leader, not a boss.
- I show my "self pride" through leading by example.
- I always show up on time and follow rules.
- I pitch in to help teammates wherever possible.
- I do not let my own problems affect my work.
- I encourage teamwork through communication in the store.
- I know my own weaknesses and work with my manager to improve them.
- I consistently give praise to teammates to encourage their growth.
- I respect different management and crewmember work styles.
- I use discipline as a tool to develop and train, not to punish.
- I am able to make sound decisions that will benefit the Team.
- I develop teammates using the Four Step Training Method.
- I consistently practice the 4 Fs; First, Fair, Firm, Flexible.
- I develop teammates through delegation and follow-up.
- I use company resources to support training.
- I am always on the look out for GREAT candidates to join the Team.
- I follow the Little Caesars Selection procedures.
- I celebrate teammates' personal achievements.
- I create camaraderie with members of the Little Caesars organization.
- I support other stores.
- I help to make Little Caesars a fun place to work.
- I am willing to learn new responsibilities.
- I am the sounding board and link between my teammates and the Team Leaders.
- My goal is to help the Team and company succeed.
- I know that change is the name of the game and to win I must be adaptable.

Keeping in mind the elements of **Together Everyone Achieves More**, rate the manager's overall performance.

1 2 3 4 5

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Quality of Operations

- I always give my personal best.
- If I don't know what to do, I find out.
- I practice the priority guidelines.
- I make sure store is staffed and ready.
- I keep equipment, supplies and stock organized and properly rotated.
- I know and care about product freshness.
- I maintain the store in a bright, attractive, and immaculate condition.
- I ensure that all procedures are followed and products are made to Little Caesars specifications.
- I ensure that all products are eye appealing to the customer.
- I ensure that Sheetouts are done to projection charts and are updated weekly.
- Makes sure that all prep work is done correctly.

- ☐ Ensure pizzas are HOT-N-READY all day everyday.
- ☐ Ensures that teammates are productive at all times.
- ☐ I hold myself and others accountable for successful performance constant improvement, and results.
- ☐ I maintain proper use and maintenance of equipment.
- ☐ I adhere to all external regulations (health, fire, OSHA, etc.)
- ☐ I follow Little Caesars policies.
- ☐ I maintain high standards of QSFC.
- ☐ I ensure that safety procedures and regulations are followed correctly.
- ☐ If something is not up to standards, I won't let it slide.
- ☐ Open to close and closes to open.
- ☐ I am all over it....*no excuses!*

Keeping in mind the elements of **Quality of Operations**, rate the manager's overall performance.

1 2 3 4 5

Comments:

---



---



---

## Customer Service

I teach and practice Little Caesars customer service standards guaranteeing neighborly service by doing the following:

- ☐ I see the store's appearance and service through the customer's eyes.
- ☐ I encourage teammates to guide and educate the customer when placing an order.
- ☐ I put the delight of my customers first, doing whatever it takes to exceed their expectations.
- ☐ I demonstrate a sense of urgency in reacting to my customers' needs, requests, and complaints.
- ☐ I enable teammates to make decisions and take action where appropriate.
- ☐ I encourage employees to interact with and get to know our customers by using their names whenever possible.
- ☐ I do whatever the customers want or they don't pay.
- ☐ I encourage my teammates to say Thank You and mean it!
- ☐ I am not afraid to greet customers even when I am outside of work.
- ☐ I maintain 30-second service for all HOT-N-READY customers.

Keeping in mind the elements of **Customer Service**, rate the manager's overall performance.

1 2 3 4 5

Comments:

---



---



---

## Sales Building and Financial Responsibility

- ☐ I understand that sales result from quality products, fast, friendly service, great value and immaculately clean restaurants.
- ☐ I will Shakerboard everyday at the designated time for lunch and dinner to build sales.
- ☐ I create sales through regularly using bouncebacks, suggestive sales techniques, and sampling.
- ☐ I know all the neighboring merchants and encourage them to visit our store.
- ☐ I utilize company resources for local store marketing.
- ☐ I manage all financial responsibilities with integrity and honesty.
- ☐ I adhere to cash management procedures.
- ☐ I follow loss prevention policies.
- ☐ I perform all required paperwork accurately, timely legibly and properly.
- ☐ I manage controllable costs, (Food, Paper and Labor)
- ☐ I Seek feedback and follow direction from my store manager.
- ☐ I understand the implication for violations of external regulations, (fines, loss of profit, civil suits).
- ☐ I protect the store against loss, theft, or damage.

Keeping in mind the elements of **Sales Building and Financial Responsibility**, rate the manager's overall performance.

1 2 3 4 5

Comments:

---

---

## Company Pride

- ☐ I have pride in Little Caesars history, products, and accomplishments.
- ☐ I demonstrate a positive outlook even in challenging times.
- ☐ I communicate company values with teammates, customers, and vendors.
- ☐ I use positive word of mouth about Little Caesars.
- ☐ I am willing to help and to be a good citizen of the community.
- ☐ I live our Principles and keep our Promises with integrity.
- ☐ I always come to work neat and clean.
- ☐ I am proud of what I do.
- ☐ I contribute to the store's winning record.
- ☐ I am proud to make REALLY GOOD FOOD.

Keeping in mind the elements of **Company Pride**, rate the manager's overall performance.

1 2 3 4 5

Comments:

---

---

---

## Performance Maturity

- ☐ I am looking for management experience.
- ☐ I have a "Can Do" attitude.
- ☐ I understand that it takes a commitment to be a Co or Assistant manager with Little Caesars.
- ☐ I want to be held accountable for my results.
- ☐ I understand that I will have more responsibilities and challenges.
- ☐ I know that I will only get back what I put into the position.
- ☐ I know that responsibility isn't always fun.
- ☐ I understand that some of the sacrifices I make will affect my lifestyle.
- ☐ I must grow personally to grow professionally.

Keeping in mind the elements of **Performance Maturity**, rate the manager's overall performance.

1 2 3 4 5

Comments:

---

---

---

# OVERALL PERFORMANCE RATING

Instructions:

- ➔ Record ratings for each dimensional and operational area of performance.
- ➔ Calculate and record the sum of each dimensional and operational rating.
- ➔ Using the scale provided, indicate the overall rating by filling the appropriate bubble.

Part I: Dimensional Evaluation Ratings	Rating
Together Everyone Achieves More	_____
Quality of Operations	_____
Neighborly Service	_____
Sales Building & Financial Responsibility	_____
Company Pride	_____

Performance Maturity \_\_\_\_\_

Sum of Dimensional Evaluation Ratings \_\_\_\_\_

1	2	3	4	5
Unacceptable 6 to 10	Below Standard 11 to 15	Meets Standard 16 to 20	Exceeds Standard 21 to 25	Outstanding 26 to 30

## PART II: DEVELOPMENT OPPORTUNITIES

Where does this Ass't-manager excel? \_\_\_\_\_

---

---

---

Where does this Ass't-manager have opportunities for development? \_\_\_\_\_

---

---

---

How has this Ass't-manager met/failed to meet goals established during the last quarter? \_\_\_\_\_

---

---

---

What are this Ass't-manager's goals for the next quarter? (List no more than 5) \_\_\_\_\_

---

---

---

Prepared by:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Ass't-Manager's Acknowledgment:

(The Assistant-manager's signature indicates that the evaluation was reviewed and discussed. It does not necessarily indicate agreement.)

Ass't-Manager's signature \_\_\_\_\_ Date \_\_\_\_\_

Ass't-Manager's comments: \_\_\_\_\_

---

---

---

---