

Crew Performance Appraisal base on

C H A M P S

Name :- _____ Store #- _____ Date :- _____

1	Customer complete about you or your service. (5 point Value)	
2	Allways Follow uniform standard and never miss a day for work. (4 Point value)	
3	Subway traning classes are completted (20 Point value)	
	Every other Queastion are valued at 1 point	

Cleanness and Processes

1	Comes to work neat and in a clean uniform.	
2	Washes and sanitizes hands correctly before starting work and as needed.	
3	Use Right chemical to clean.	
4	Keep line clean why making sandwiches.	
5	keeping Oven, Proofer, Toaster , Bread cabinet and prep sink clean.	
6	Keep drink station, POS system and printer clean	
7	Help keeping Dining room Drink station, Restrooms, Front door glass, Drive thru window clean.	
8	Keep restroom mirrors <u>SPARKLING CLEAN</u> throughout entire shift.	
9	Help Keeping all other equipment clean	
10	Completes cleaning list side-work test.	
11	Follows "Clean as You Go" to maintain cleanliness standards.	

Comments:-

Hospitality and processes

1	Greets Guests with a friendly smile and correct greeting	
2	Help keeping Cleans work area, but always takes care of Guests first.	
3	Gives friendly smile, looks at Guests, thanks and invite Back	
4	Use 5 foot rule when come contact with guest	
5	Help Keeping area stocked, neat and in order, ready to serve Guests.	
6	Suggests a meal deal or Cookie if one is not ordered.	
7	Help keeping drink station and drink cooler stocked at all the time.	
8	Talks with Guests and makes sure they are happy.	
9	Uses L.A.S.T. to fix Guests' problem.	
10	Talk to guest about Tell subway program and ask to call	

Comments:-

Accuracy and processes

1	Uses Prep & Hold Chart correctly and consistently.	
2	Follows correct preparation and safety procedures.	
3	Prepares Hot & cold Ingredients using job aid Cards.	
4	Prepares each menu item with correct portioning tools using menu item build card.	
5	Use scales to Obtains correct weights for prepping Chicken, Stake Etc.	
6	Uses the 2 and 3 finger portion method and not feast. (6, 3 and 2 for sandwich.)	
7	Practices (calibrates) all meat & veggie portions before start of shift.	
8	Uses correct utensils to maintain portions	
9	Use grease pencils or pen to write on sandwich.	
10	Counts and signs for cash drawer. make cash drop as needed	
11	Handles overages, voids, coupons, discounts, refunds and credit card and Identifies counterfeit bills.	
12	Counts back change and follows cash handling rules.	
13	Double-checks order to be sure order is correct.	
14	Enters correct orders into register.	

Comments:-

Maintaining safety and security and processes

1	Locates fire extinguishers and knows how to use them correctly.	
2	Locates MSQS sheets and know how and when to use.	
3	Explains "Back Door" Policy	
4	Uses "Buddy System" at night to dump trash.	
5	Reports injuries to MIC.	
6	Reports any damaged to building, lot, dumpster area, Menu board , DT windows to MIC.	
7	All ways use wet floor sign why moping.	
8	Know how to use all chemical correct place.	
9	Help maintain subway building and report MIC if any issue	
10	Help keeping clean all equipment and let MIC know if there is any issue with them.	

Product Quality and processes

1	Washes and sanitizes hands correctly.	
2	Know Food Danger Zone (40°-140°F) and know how to take temp of food.	
3	Explains how to used subway manual.	
4	Know how to backed bread using Correct road map.	
5	Know how to beak other product.	
6	Checks expiration dates, hold times; tells MIC of expired food.	
7	Safely washes and sanitizes scissors and slicer each use.	
8	Follows Opening & Closing carry over procedures for meat ball and other product.	
9	Help Maintains correct temperatures.	
10	Inspects Bread, flatbread and let MIC know if they are not meeting stander.	
11	Uses Prep & Hold Chart correctly and consistently	
12	Uses the right bag sizes and number of items per bag.	
13	Know how to Do food safety check list and know how to use thermometer.	

Comments:-

Speed with service and processes

1	Greets Guests within 5 seconds with Hi WELCOME TO SUBWAY.	
2	Gives Guests fast and friendly service.	
3	Serves Guests' orders in the correct time.	
4	Works with a sense of urgency to offer Speed With Service.	
5	Sets up line correctly per Line Diagram.	
6	Restocks ingredients and paper supplies as needed.	
7	Communicate on the line and cashier as needed.	
8	Uses headsets and teamwork to improve Speed With Service and be sure orders are accurate	
9	Uses the 1 up and 1 down technique when you working with minimum help.	
10	Listens and talks with each other and works together to improve speed and accuracy.	
11	All ways stay busy and ready to work and keep your area clean and stock.	
12	Makes drinks while taking orders on DT.	
13	Know menu item and what goes in it	

Comments:-