



# MRG RED HAT SERVICE EVAL

<b>Employee</b>		<b>Date</b>	
<b>Position Title</b>		<b>Restaurant</b>	
<b>Evaluation <u>Weekly</u> Scores</b>			
<input type="checkbox"/> First <u>W</u> Score: _____ <input type="checkbox"/> Second <u>W</u> Score: _____            Third <u>W</u> Score: _____            Fourth <u>W</u> Score: _____			
<b>Instructions:</b> Evaluate employee's work performance as it pertains to providing <b>Hospitality</b> . Circle the number that best describes the employee's performance. Comments are required for all fives (5), twos (2) & ones (1). Give a copy of the evaluation to the employee and explain pros and cons for them to work on. <b>Any employee who receives a D or F in any category must go back through the Red Hat Service Section of TMTP.</b> Any D's or F's on following week's evaluation may result in disciplinary action up to and including termination for failing to perform job duties successfully.			
<b>Scores are set up like a School Report Card:      5 = A    4 = B    3 = C    2 = D    1 = F</b>			

<b>Hospitality</b>	<b>Level of Performance</b>	<b>Comments</b>
<b>We're Friendly:</b> Smile, Eye Contact, Greet and Thank Guest. <b>Clear English language.</b> Makes personal connection with customers showing them they are important. Pays close attention to their needs.	5   4   3   2   1	
<b>Positive and Eager to Help:</b> Is Genuine, Eager to Help. Has a positive mental attitude and always uses good manners.	5   4   3   2   1	
<b>Speed is Key:</b> Hustles, beats times. <ul style="list-style-type: none"> <li>• 60 Seconds Counter</li> <li>• 150 Drive-Thru</li> </ul>	5   4   3   2   1	
<b>Completes order Accurately:</b> Food presentation is in accordance with Arby's guidelines and placed in bag or on tray correctly with appropriate condiments.	5   4   3   2   1	
<b>Pride in Self &amp; Restaurant:</b> Employee is clean and in proper Arby's uniform. Work station is crystal clean. (If you see it, so do your customers)	5   4   3   2   1	
<b>Incentives &amp; Up-sells :</b> Employee knows incentives and is up-selling products	5   4   3   2   1	
<b>Finds a way to make it right:</b> L.A.S.T Listens, Apologize, Solve, Thank	5   4   3   2   1	

<b>Strengths:</b>

<b>Areas that Need Immediate Attention:</b>

<b>Objectives to be Accomplished by Next Evaluation:</b>

Rate employee's OVERALL performance in Red Hat Service

Average Rate = \_\_\_\_\_ (Add together each level of performance then divide the total by 7)

<b>Employee Comments:</b>

I have reviewed the foregoing evaluation and acknowledge that the items and subjects contained herein were discussed with me. I further acknowledge that I have been encouraged to provide any comments or disagreements I may have about this evaluation in writing in the space provided above.

\_\_\_\_\_  
Employee Signature / Date

\_\_\_\_\_  
Manager's Signature / Date