

# DELI – BAKERY PERFORMANCE EVALUATION

EVALUATION

DATE OF

Name \_\_\_\_\_

From \_\_\_\_\_ TO \_\_\_\_\_

EVALUATION \_\_\_\_\_ STORE \_\_\_\_\_

Evaluate to what degree of performance the associate has demonstrated in each category. The following criteria will be used:

<b><u>POOR:</u></b> Needs much improvement to meet expectations.	<b><u>NEEDS IMPROVEMENT:</u></b> Needs slight improvement to meet minimum expectations.	<b><u>GOOD:</u></b> Good competent Performance; meets expectations; the level of performance most often achieved.	<b><u>VERY GOOD:</u></b> Highly effective performance exceeds performance expectations.	<b><u>EXCELLENT:</u></b> Outstanding performance; far exceeds expectations.
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1. <b>ATTENDANCE:</b> Consider the willingness to work schedule required, tardiness and absence record.				
<b>POOR</b> Often absent without good cause and reports for work late often.	<b>NEEDS IMPROVEMENT</b> Lax in attendance, occasionally late and often misreads schedule.	<b>GOOD</b> Usually present, on time and accepts work schedule.	<b>VERY GOOD</b> Very prompt, regular attendance. Calls well in advance to report absence.	<b>EXCELLENT</b> Always prompt, ready for work. Never absent. Willing to work on short notice.
2. <b>PERSONAL PRESENTATION:</b> Consider the impression the associate makes on others. Compare to dress code as described in handbook.				
<b>POOR</b> Very untidy, sloppy, poor presentation.	<b>NEEDS IMPROVEMENT</b> Sometimes untidy and careless about appearance and presentation.	<b>GOOD</b> Generally neat, well groomed. Follows dress code. Good presentation.	<b>VERY GOOD</b> Evidence of care in dress, good taste. Quite pleasant. An example for others.	<b>EXCELLENT</b> Usually well groomed, very neat and clean. Exceptional presentation.
3. <b>KNOWLEDGE OF JOB DUTIES:</b> Consider present job knowledge and other work closely related to it and work in other departments.				
<b>POOR</b> Does not know enough about the job to make a contribution to the company. Makes many errors.	<b>NEEDS IMPROVEMENT</b> Just enough knowledge to get by. Must be supervised. Lacks concentration.	<b>GOOD</b> Requires only occasional supervision. Definitely a satisfactory grasp of the job.	<b>VERY GOOD</b> Knows the job well enough to be left completely independent. Well versed and capable in all areas.	<b>EXCELLENT</b> Thorough knowledge of overall job and virtually every detail. Notices and does extras.
4. <b>TREATMENT OF CUSTOMERS:</b> Consider the attention the associate gives customers. Is the individual sincerely interested in providing service to them.				
<b>POOR</b> Blunt, discourteous, indifferent. Shows no interest.	<b>NEEDS IMPROVEMENT</b> Temperamental, sometimes tactless. Varies with the mood.	<b>GOOD</b> Agreeable, pleasant, helpful to customers, generally friendly.	<b>VERY GOOD</b> Very cooperative, smiles on eye contact, projects warmth. Satisfies customers needs.	<b>EXCELLENT</b> Inspiring to others in courtesy. Very pleasant, very friendly. Recognizes customers in need.
5. <b>HOUSEKEEPING:</b> Consider orderliness and cleanliness as well as sanitation procedure in selling area, cases, work area and cooler.				
<b>POOR</b> Gives no consideration to sanitation. Work very sloppy. Does not clean up after self.	<b>NEEDS IMPROVEMENT</b> Below expectations. No care for equipment or utensils	<b>GOOD</b> Meets expectations. Keeps selling areas as well as work area neat and clean.	<b>VERY GOOD</b> Extra care is exercised in sanitation and appearance. Takes action in areas that need attention.	<b>EXCELLENT</b> Exceptionally neat, clean and orderly. Exceeds expectations in all housekeeping areas.
6. <b>MERCHANDISING:</b> Consider the variety of product and the amount available for sale throughout the day.				
<b>POOR</b> Slow to set up and never leaves enough product at night. No contribution in merchandising	<b>NEEDS IMPROVEMENT</b> Poor selection. Display area is never full. Not creative.	<b>GOOD</b> Generally has an adequate variety and uses good merchandising techniques.	<b>VERY GOOD</b> Tries new exciting merchandising ideas. Always a complete variety.	<b>EXCELLENT</b> Display area always well merchandised, fresh and appealing. Outstanding attention used.
7. <b>PRICING:</b> Consider accurate labeling in compliance with all government regulations, legibility and signing.				
<b>POOR</b> Many errors in pricing and labeling. Never uses signs	<b>NEEDS IMPROVEMENT</b> Some errors in pricing and labeling. Uses very few signs.	<b>GOOD</b> Meets expectations, no errors in pricing and labeling. Uses signs	<b>VERY GOOD</b> Above average care on pricing and labeling. Uses many signs.	<b>EXCELLENT</b> Excellent use of signs. Exceptional care and accuracy in pricing is being followed.
8. <b>QUALITY CONTROL:</b> Consider freshness and appearance of product, rotation, and handling of distressed product.				
<b>POOR</b> Does not react to distressed product. Poor rotation.	<b>NEEDS IMPROVEMENT</b> Some rotation being used. Poor judgment on distressed product. Needs supervision.	<b>GOOD</b> Generally meets expectations. Product is usually fresh and appealing.	<b>VERY GOOD</b> Above average care on pricing and labeling. Uses many signs.	<b>EXCELLENT</b> Outstanding performer. Excellent care and accuracy in pricing is being followed.
9. <b>COOPERATION AND TEAMWORK:</b> Consider work with other associates and ability to follow company policies.				
<b>POOR</b> Fails to cooperate with others. Does not follow instructions.	<b>NEEDS IMPROVEMENT</b> Must be asked to assist others. Must be reminded of policies.	<b>GOOD</b> Works well with everyone. Cooperates and follows policy.	<b>VERY GOOD</b> Volunteers to work with others. Wants to learn new things.	<b>EXCELLENT</b> Works exceptionally well with others. Follows all policies and procedures to the letter.
10. <b>AMOUNT OF WORK ACCOMPLISHED:</b> Consider set-up, handling, packaging, weighing, and displaying of product..				
<b>POOR</b> Does a small amount of work and wastes a lot of time.	<b>NEEDS IMPROVEMENT</b> Below average output. Needs to increase speed in all areas.	<b>GOOD</b> Works at a steady pace and meets expectations.	<b>VERY GOOD</b> Constantly produces more than most. Great presentation of product.	<b>EXCELLENT</b> Exceptionally fast worker. Always contributes more than expected with 110% effort.

# GENERAL EVALUATION

Consider length of time on the job and the associates overall performance as compared to company standards.

- Poor     
  Needs Improvement     
  Good     
  Very Good     
  Excellent

	YES	NO	COMMENTS
Has progress been made since last rating?			
Capable of future advancement?			
Satisfactory in present position?			
Your areas of strength are:		Your areas for improvement are:	
To use your strengths more effectively our plan is:		Our plan of action for improvement is:	
Associate Comments:		Evaluator Comments:	
<input type="checkbox"/> We have reviewed the current OSHA Right to know law.		Other _____ _____	
Signature of Associate		Signatuer of Evaluator	
Date		Date	