



TEAM MEMBER PERFORMANCE REVIEW

63 Max Points

Overall Rating

TM Name: _____ TM Position: _____ Store #: _____

Supervisor: _____ Position: _____ Date: _____

Performance Scale		Points Scale	
3	Exceptional performance / Goes above and beyond	53 points or higher	Raise is suggested
2	Good performance / Meets expectations	Less than 53 points	Identify areas for improvement
1	Needs improved performance / Requires more training		
0	Unsatisfactory performance / Not trained	30 points or less	Create an action plan

Criteria	Rating					Comments
People						
Trained to take orders politely and efficiently/ demonstrates this daily	3	2	1	0		
Trained to tend the ovens with quality and efficiency/ demonstrates this daily	3	2	1	0		
Trained to stretch dough with quality and efficiency/ demonstrates this daily	3	2	1	0		
Trained to top pizzas with quality and efficiency/ demonstrates this daily	3	2	1	0		
Trained to prep with quality and efficiency/ demonstrates this daily	3	2	1	0		
Respect						
Effectively handles customer concerns and WOWs the concern	3	2	1	0		
Polite and attentive to all customers (phones, walk ins, deliveries)	3	2	1	0		
Ensures that customers get the highest standard of product quality	3	2	1	0		
Works well with others on the team	3	2	1	0		
Integrity						
Follows all safety and security policies	3	2	1	0		
Follows all store procedures and upholds policies	3	2	1	0		
Follows attendance and punctuality policies	3	2	1	0		
Follows image standards: uniform, grooming, jewelry, vehicle	3	2	1	0		
Takes ownership for work and mistakes	3	2	1	0		
Drive						
Supports achievement of store goals	3	2	1	0		
Takes initiative, helping where needed	3	2	1	0		
Demonstrates urgency in performing duties- smart hustle	3	2	1	0		
Consistently takes accurate orders and follows mystery shop script	3	2	1	0		
Elevate						
Displays positive energy and positive attitude daily	3	2	1	0		
Encourages other team members to perform at their best	3	2	1	0		
Takes initiative to interact with customers	3	2	1	0		
Total						*For a 1 or 0 rating on any criteria, please leave a specific comment.
Comments:						

TM Signature: _____ Supervisor Signature: _____

*All pay raise requests must be approved by the DM to be made effective Monday following DM approval.