

Name: \_\_\_\_\_

### Shift Manager Performance Review

3=All of the time      2=Most of the time      1=Rarely      0=not at all

1. Manager demonstrates hospitality to all guests, crew, and vendors.	
2. Manager communicates honestly and effectively. With all levels of staff.	
3. Manager casts a good shadow of the leader. (Productive their whole shift, keeps conversations appropriate for work, respectful to everyone, does not talk to crew about other crew)	
4. Manager follows all procedures for cash, inventory, security, and HR (are issues with crew documented appropriately)	
5. Manager demonstrates the minimum appearance standards. (Black or dark colored pants, uniform shirt, black non-slip shoes)	
6. Manager ensures all food safety and health/wellness measures are followed 100% of the time when they are in the restaurant (regardless of whether they are "in charge")	
7. Completes all department related responsibilities in a timely and consistent manner. (crew communication, enters waste, edits time punches, reviews store goals, targets progress, recognizes crew contributions, works together to support PACE goals)	
8. Works when and where needed to support all areas of the store (production leader, service, support role, flexible in schedule)	
9. Ensures that coaching, training, and development happen for crew during each shift and assisted MITs in their learning. Retention mindset	
10. Sets Targets during shift, Coaches to improve crew efficiency and skill levels.	
11. Completes DSPG 24 hours in advance, does Pre-Shift, Post Shift with next Shift Manager: What went well, even better if: People, Equip, Product	
12. Manages Danger zones by communicating, repositioning, recognizing who needs help and flexes in and out, not just running for DT, for example	
13. No breaks during peak, never leaves the floor unattended. Focused on Customer 1 <sup>st</sup> mindset, strives for speed, accuracy and quality	
14. Handles feedback from GM and team well, uses it to make needed self-improvements. Owns the results of their shift	
15. Maintains adherence to all GBS Handbook policies during shifts: No cell phones in use by crew, crew appearance, store cleanliness, SRIW, fairness, customer focused crew, documents lateness or insubordination	
16. Handles customer concerns professionally, quickly and meets customer needs and follows up to ensure root causes are addressed. Ensures crew execute as designed on all service procedures during shifts: Order Taking, Digital, Names, Friendly, Quality/Eproduction followed, Accuracy	
17. Production Area procedures are coached and followed: Best Burger, 2 at a time. Simplified Breakfast, Food Cost Goals met on shifts, Cabinet levels correct per tray and number of trays	
<b>Average Rating Equation (Rating Points/51 = ____% x 3)</b>	

3.0-2.2	2.19-1.2	1.19-under	PACE Results (+/-)	= Rate Increase
Exceeds Standards	Meets Standards	Needs Improvement – Manager is placed on Perf Improvement	1 = +.25 2 = .05 3 = -.25	
			PACE Level (+/-)	

Put Average Rating from page 1 in corresponding box above then add or subtract PACE standing to get Rate Increase

Wage Increase is Exceeds Standards +2% Wage Increase is Meets Standard +1%

**Do Well:**

**Do Better:**

**Do Next: (Attach Individual Development Plan)**

**Shift Verification Score:**

**90 or above Excellent/Outstanding**

**80 or above Meets Standard**

**Below 80 Must have written 90 day improvement plan**

**Below 70 Unsatisfactory and cannot run shift in store alone and written 90 day improvement plan required**

**Store PACE Driver Performance: Level 1 +.25    Level 2 +.05    Level 3 -.25**

**Business Results & Store PACE Metric Notes:**

Trailing 365	Goals for 2024		Current YTD
	GIO	BOA	
OEPE	160	145	
RTP	120	120	
KVS	75	64	

**PACE Last Year:**

**Pace YTD:**