



Peak Shift Performance Evaluation Tool
 Used to evaluate Shift Leadership Principles

91-100% Outstanding
 82-90% Excellent
 70-81% Good
 51-69% Needs Improvement

Store Name: _____ #: _____
 Manager Name: _____
 Completed BY: _____
 Date: _____
 Time: _____ Score: _____

Coaching report available @ https://gbsrestaurants.com/Training/PSE_Search.php

Shift Leadership	Yes	No	Pts
1. Pre-shift checklist complete			10
2. Staffing levels appropriate for volume			5
3. Crew positioned to meet customer demands			10
4. Second side open (when needed)			10
5. Proactively Manages Danger Zone			10
6. Stocking 24/2 (SIP)			5
7. Manager sets targets , everyone knows targets			5
8. Target results are tracked, and Communicated			5
9. Manager managing from the Observation Zone			10
10. Travel Paths Completed.			5
11. Hand washing is taking place			5
12. Food Safety Daily Checklist Complete			10
13. Manager Food Safety Certified & Knowledgeable			10
STTNL General - Total			100

Food Safety	Yes	No	Pts
1. Gloves (Blue/White) Used Properly, No Jewelry.			15
2. No Food or drink in Food Prep Areas.			15
3. Towels In Buckets. Buckets At 50PPM Sanitizer			15
4. Open Food: Covered and Stored Correctly.			10
5. Small wares washing is taking place.			15
6. Water/Ice: Filters, Chutes, Buckets, Scoops, Lids.			15
7. Hand Sinks: Supplies, Water temp, Obstruction.			15
Food Safety - Total			100

Cleanliness	Yes	No	Pts
1. Guest Conveniences- self serve area -clean, and supplies stocked, high chairs clean.			15
2. Lobby/Dining Room-floors, chairs, tables, lobby trays properly cleaned.			15
3. Restrooms- Clean, odor free, supplies available, hand dryer working			15
4. Windows/Doors- All windows/mullions clean (including DT windows)			10
5. Outside Lighting - all bulbs working, clean & in good repair			5
6. Playplace/ Patio- seating, trashcans, floor, play unit, clean & well maintained			5
7. Trash Cans/Sidewalks- Clean and in good repair Emptied as needed			5
8. Signage/Flags- In good repair, clean and properly displayed, DT menu board and speaker/ COD clean and in good condition			5
9. Landscape/Parking Lot- Parking lot free of litter, landscaping well maintained			5
10. Kitchen- floors, walls, stainless, equipment clean, not cluttered and in good repair			10
11. Front Counter/DT- floors, walls, stainless equipment clean, not cluttered and in good repair			10
Cleanliness - Total			100

Quality	Yes	No	Pts
1. Product tested: Hot, Fresh, Good taste? Entree: _____ BEV: _____ Dsrt: _____ Neat appearance? Properly prepared ,			10 10 10
2. Fries/Hash brown- Hot, fresh, good flavor, salted properly, & golden color			10
3. Beverages- Properly filled, proper temperature, good flavor, properly made.			5
4. Desserts- Properly prepared, good flavor & texture. Holding time acceptable.			5
5. Buns/Muffins/Bagels – toasted properly			5
6. Production Manager - with 11 or more crew, a dedicated production manager expedites production and service. With fewer than 11 crew, it helps to have <u>someone</u> assigned production responsibilities.			10
7. Charts/E-Production in place, & up to date. Trays & Levels correct. Holding times adhered to.			5 5 5
8. Raw product/buns: Within code dates . Secondary shelf lives marked. Prep table times marked/monitored. Tempered product properly marked.			5 5 5 5
Quality - Total			100

Drive-Thru Car Count /OEPE		Front Counter GC		Sandwich Count/KVS	
Target	Actual	Target	Actual	Target	Actual
OEPE		RF %		KVS	

SHINE	Present	Cash	DT OT1	DT OT2	FC	GEL
Great						
Smile						
Thank						
APP						
Rnd up						

Service	Yes	No	Pts
1. Results vs. target: Front Counter GCs +/- Drive-Thru Car Count +/- Sandwich Count +/-			10 10 10
2. Order accurate; condiments, napkins, receipt.			5
3. SHINE Hospitality- Smiles, courteous, helpful, friendly, eye contact a. Great Timely W/name b. Smile W/eye contact. c. Thank W/Farewell d App/Name			10 10 10 10
4. Management Appearance- proper uniform, complete with name tag, and clean/well groomed			5
5. Crew Appearance- proper uniform, complete with hat, name tag, and clean/well groomed.			5
6. DT & Counter Equipment- operating and positioned properly, enough headsets.			5
7. Order taker suggestive sells when appropriate			5
8. Cars roll forward immediately when needed.			5
Service - Total			100

Notes: _____

Food Safety
Knowledge Check

I. Symptoms that indicate a crew person must be sent home.

(Must know with out referencing any documents, because sick employees must be sent home asap.)

Jaundice, vomiting, diarrhea, fever with sour throat, open sores or lesions

II. Reportable / Foodborne illnesses (May use references.) Salmonella, Nontyphoidal typhoid fever(Salmonella typhi), Shigella, Hepatitis A, Norovirus, E. Coli (Shiga toxin-producing), Campylobacter.

III. Hand washing Procedures

1. dispense paper towel. 2. Wet hands (=>100'f) 3. Soap on wet hands 4. Scrub: nails, between fingers, back of hands, half way up arms. 5. Rinse. 6. Dry hands. 7. Turn water off with paper towel.

8. When do we wash? At least once an hour. When changing gloves, station, or task. Before returning to work/station.

IV. Glove usage: 1. How many pairs at a time? 1 2. Remove? Top of Rest, Inside out, wad up inside.

3. Clear? Table, Prep, Tea (Ready To Eat). 4. Blue? Beef, Pork, Chicken, Fish, Eggs (Raw Proteins).

V. Towel/Sink Sanitizer Solution

Buckets: 1. Water temp? Lukewarm (85-105'f). 2. Test Strip? Chlorine(tube) 3. PPM? 50 4. Max Time? 4hrs 5. Check time? 2hrs.

Sink: 1. Water Temp? =>110 2. Test strip? Quat (Roll) 3. Dip into container & Cool to 70'f. 4. Sanitizer PPM? 200

VI. Small Wares

1. How often do we wash small wares? Every 4hrs. 2. What to wash? UHC trays and wire racks, grill and prep table utensils, and holders, Blended Ice Pitchers and Cup spindles, Blue Fresh beef Tubs. 3. what do we wash last? Blue Fresh Beef Tubs.

4. What do we do after washing fresh beef tubs? Sanitize sink with yellow Sanitizer spray.

VII. Test Pyrometer? 1. Swirl Probe in Ice water (from ABS) until temp is stable. 2. Temp? 32'f +/-2'

VIII. Fridge/Freezer Temps.

Freezer: 1. Air Temp? <0'f 2. Product? Solidly Frozen. (No bending) Low ice crystals. None open to air.

Fridge: 1. Witch Fridgeration units? All. 2. Test Air or Product? Product. 3. Temp range? 34-40'f.

IX. Max Run Size? Sausage? 8. Steak? 4. 10:1? 6. 4:1? 3. McChk? 6. Crispy? 4 Fillet? 8. Nuggets? 1 bag(48 +/-).

X. How to Check internal Temps?

1. Reg (10:1)? 4 corners, Center of patty, @ 45', Black hutzler under to stop pass through. 3 of 4 must meet quality temps.

2. 1/4 (4:1)? All 3, Center of patty @ 45', Black hutzler to stop pass through, All must meet quality temp range.

3. Crispy? Thickest part @ 45', can take up to 1 minute to stabilize temp. 4. Fish? Top down, Center of portion @ 45' .

XI. Internal Temp Ranges? (Critical!)

Product	Min Safe	Max Quality
Reg (10:1)	155'f	170'f
Fresh (4:1)	175'f	190'f
Chicken	165'f	
Fish	155'f	
Pork	155'f	
Round egg	155'f	Gilled yolk

XII. If any Product does not meet min safe temp?

1. Product? Waist all in batch.

2. Wash & sanitize? All trays, utensils, pyrometer probe.

3. Check? Procedures: (Laying down, Pulling/time, Checking temp @Grill.), Grill Clean: (Scrape/Steam), Product: (Dehydration, Thaw, refreeze).

4. Change? If Procedures, Equipment, and Product are good then Change the Cook Time (Start point 42 Sec.) adjust time up to increase temp, down to decrease. (1 Second= 2'f)

5. Cook another run, retest temp.