



TEAM MEMBER EVALUATION FORM

Teammate Name		Hire Date	
Restaurant #		Date of Evaluation	
Job Title		Date of Last Evaluation	

5 = Excellent 4 = Above Average 3 = Average 2 = Improvement Needed 1 = Poor

Categories	Proficiencies	Rating	Comments	
Guest Experience	Greeting Guests			
	Is Friendly			
	Engages Guests			
	Thanks Guests			
	Prepares Orders Accurately			
	Total		Average	
Food Preparation	Prepares Food Correctly			
	Keeps Sandwich Unit Stocked			
	Practices Food Safety			
	Bakes Bread Properly			
	Total		Average	
Point of Sale	Actively Upsells			
	Follows Cash-Drop Procedures			
	Rings In Orders Correctly			
	Handles Money Accurately			
	Thanks Guest For Visit			
	Total		Average	
Thru-Put Skills	Is Efficient and Speedy			
	Works Well With Team			
	Confirms Sandwiches			
	Total		Average	
Work Habits	Is Willing to Cover Shifts			
	Follows Break Policy			
	Shows Up On Time			
	Wears Full Uniform			
	Maintains a Clean Appearance			
	Cleans Shop When Necessary			
	Total		Average	

Grand Total	/115	Total Average	
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AVAILABLE RECOMMENDED RESOURCES

Courses with an asterisk () are recommended for Managers only*

Categories	<input checked="" type="checkbox"/>	University of Subway®	Other Resources	Action Plan
Guest Experience	<input type="checkbox"/>	Engaging the Customer	<i>Operations Manual: Daily Procedures – People</i> section Job Aids: Customer Engagement Points, How to Help an Unhappy Customer	
	<input type="checkbox"/>	Through the Customer's Eyes		
	<input type="checkbox"/>	The Customer Experience		
	<input type="checkbox"/>	Resolving Customer Complaints*		
Food Preparation	<input type="checkbox"/>	Front Line Food Safety	<i>Operations Manual: Daily Procedures – Products</i> section Job Aids: How to Take Proper Product Temperatures Chart, Perfect Bread Every Time	
	<input type="checkbox"/>	Food Preparation		
	<input type="checkbox"/>	Baking Great Bread		
	<input type="checkbox"/>	Produce – Keeping it Fresh*		
Point of Sale	<input type="checkbox"/>	Suggestive Selling	Job Aid: Customer Service Prompts	
	<input type="checkbox"/>	SubwayPOS® Cashier		
Thru-Put Skills	<input type="checkbox"/>	How the Front Line Operates	<i>Operations Manual: Daily Procedures – People</i> section Job Aid: The Best Way to Practice Thru-Put	
	<input type="checkbox"/>	Thru-Put Combined		
	<input type="checkbox"/>	Thru-Put Advanced*		
Work Habits	<input type="checkbox"/>	Cleaning the Customer Area and Restrooms	<i>Operations Manual: Daily Procedures - People and Facilities</i> sections Job Aids: Bunn Urn Cleaning Instruction Sheet, Daily Task Sheet	
	<input type="checkbox"/>	Cleaning the Beverage Station		
	<input type="checkbox"/>	Cleaning the Back of the Restaurant		

Current Pay Rate		Date of Last Increase	
Increase (if applicable)		New Pay Rate	
Recommended By		Approved By	

X

Teammate Signature

X

Supervisor Signature

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