



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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6/15/17

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 section</i> <i>Job Aids: Customer Engagement Points, How to Help an Unhappy Customer</i>	
	<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 section</i> <i>Job Aids: How to Take Proper Product Temperatures Chart, Perfect Bread Every Time</i>	
	<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 section</i> <i>Job Aid: The Best Way to Practice Thru-Put</i>	
	<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 sections</i> <i>Job Aids: Bunn Urn Cleaning Instruction Sheet, Daily Task Sheet</i>	
	<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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