STRICTLY CONFIDENTIAL



PERFORMANCE DEVELOPMENT FORMS

(DINING SERVICES FOR NONEXEMPT EMPLOYEES)

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| **Name:** |  | **Title:** |  |
|  | **Position Number:** |  |
| **Location:** |  | **Employment Date:** |  |
| **Location Number:** |  |  |
| **Date of Appraisal:** |       |

  **To be returned to the Human Resource Department**

 **By**:

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| **Production Category** **Culinary Assistant, Cook, Prep Cook, Baker, Baker Assistant and Barista.** |
| 1. Ensure work area is set up, properly stocked, organized and fully functional at all times. |
| 2. All items needed for the day are prepared according to recipe, menu and Food Pro. |
| 3. All items are consistent, properly portioned, checked to be sure they are of the highest quality and they are served at the correct temperatures. |
| 4. Follows verbal and written instructions from managers/supervisors. |
| 5. Familiarity with all techniques, recipes and methods used in each area that you work in. |
| 6. Keep areas cleaned and organized at all times. |
| 7. All items are batch cooked and leftovers are utilized under the manger/supervisor’s discretion. |
| 8. Offers training and support to co-workers/staff where applicable. |

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| **Production Category****Cashier, Retail Cashier, and Retail Associate.** |
| 1. Handle all transactions in an efficient and accurate manager. |
| 2. Cleans, sets up and stocks all areas beginning, during and at the end of the shift.  |
| 3. Students ID’s are checked with each transaction. Always checks to be sure the card is only used by the student in the photo. |
| 4. Follows verbal and written instructions from managers/supervisors. |
| 5. Where applicable all products are stocked and priced correctly. |
| 6. Works together with manager/supervisor to be sure registers are accurate. |
| 7. Follow proper cash handling procedures and monitor/report any issues or theft. |

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| **Production Category****Receiving/Distributor Operator** |
| 1. Act as a courier for Dining Services with a class two license |
| 2. Products are gathered, delivered and put away to the proper locations in a timely manner. |
| 3. Products are received, dated handles and put away according to standard practices and procedures. |
| 4. Completes all necessary paperwork and computer work that is needed. |
| 5. Places accurate orders and calls them in on time. |
| 6. Follows verbal and written instructions from managers/supervisors. |

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| **Production Category****Culinary Assistant-Utility** |
| 1. Monitors waste throughout shift and empties as needed. |
| 2. Cleans and organizes main kitchen areas, serving lines and dishwasher/pot sink areas. |
| 3. Follows daily and weekly cleaning schedules. |
| 4. Sweeps and mops in all areas. |
| 5. Follows verbal and written instructions from managers/supervisors. |

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| **Production Category****Administrative Assistant** |
| 1. Welcomes visitors and receives calls in a polite professional manor, assisting students and departments in planning events. |
| 2. Completes forms and contacts HR and Health services for injuries and sickness. |
| 3. People soft/Kronos: Journal entries, records all payroll information for non-exempt employees. |
| 4. Food Pro and EMS: Enter catered events, inventory, billing, cash deposits and customer counts are all accurate |
| 5. Saves all paperwork when needed. Per state and local guidelines. |
| 6. Follows verbal and written instructions from managers/supervisors. |
| 7. Complete work orders in Famis when needed. |
| 8. Overall general office duties and office supply ordering. |

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| **Production Category** **Cash Operation Supervisor, Catering Supervisor, Bakery Supervisor and Sous Chef** |
| 1.Takes responsibility for employee development. Constantly training and re-training of all staff. |
| 2. Assist with the planning of dining menus, develop new ideas and enhance existing recipes. |
| 3. Complete all necessary paperwork. |
| 4. Engages in good supervisory practices to get the best from the employees. Supervise daily operations in all areas. |
| 5. Follows written and verbal instructions from management. |
| 6. Prioritizes, delegates, supervises and oversees all areas of production and assists in all areas when needed. |
| 7. Be a problem solver. Effectively communicate and document all issues with management. |
| 8. Familiarity with all techniques, recipes, menus and methods used in all areas. |
| 9. Review Food costs / Labor costs with the manager of your location.. |
| 10. Supervisor plans and organizes work logistics so as to create conditions for success. |

**PERFORMANCE AGREEMENT**

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| **Employee’s Name:** |  | **Position Title:** |   | **Dept:** |  |
| List the major responsibilities of the employee’s present position and the key results expected for each responsibility statement. Responsibilities should be defined in terms of broad statements rather than detailed descriptions of tasks and should not exceed six key functional areas. |

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| STATEMENTS OF RESPONSIBILITY | KEY RESULTS EXPECTED |
| 1. **Production**
 | 1. Performs duties that are needed for the success of your position. Please refer to previous page for job specific duties that are used for rating in this category.
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| 1. **Documentation/Policies & Procedures**
 | 1. Follow all policies and procedures per Holy Cross & your handbook.
2. Read, understand, complete & follow:
	* Invoices & Transfers & ACI
	* Service Records & Production Sheets
	* Recipes & Menus
	* Temperature Log
	* MSDS Sheets
	* Inventories
 |
| 1. **Team Work/Leadership**
 | 1. Assists in all operational areas when needed.
2. Work and interact with co-workers and students in a cooperative professional manner.
3. Offer support to all students & new employees.
4. Assists all co-workers with preparation in any area needed.
 |
| 1. **Flexibility/Attendance**
 | 1. Flexibility in schedule to be available as needed for special events or extenuating circumstances.
2. Read, understand & follows all departmental procedures for the use of sick, personal & or vacation time.
3. Scheduled break times are followed & flexible with business demands.
4. Absences during fiscal year;

Scheduled Sick: Unscheduled Sick: Sched Fam Sick: Unshed Fam Sick: LWOP: Tardiness:  |
| 1. **Professionalism/Communication**
 | 1. Uniform is worn properly for each scheduled shift as it pertains to your department.
2. Maintains a positive, professional and service orientated attitude for all guests, co-workers & vendors.
3. Serves all customers in a polite, efficient, quick manner and ensures all transactions are accurate.
4. Communicate all accidents, safety, production & interpersonal issues with appropriate supervisor.
5. Follow standards for personal grooming & hygiene.
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| 1. **Sanitation/Safety/Allergy Awareness**
 | 1. “Clean As You Go” is practiced on a daily basis.
2. Ability to regularly lift 25 lbs. and occasionally lift 50 lbs. in the workplace.
3. Understands and follows state and local guidelines for all food, chemical, safety & sanitation issues.
4. Uses” First In- First Out” system when stocking or retrieving product from storage areas.
5. Follows all state, local and department guidelines and procedures for allergy students safety.
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**#1 Informal Reviews (Section One—Initial Signing Was Removed)**

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| **Strengths:***
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| **Improvement Needed:***
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| **Comments**: |

Date: Employee’s Signature:

Supervisor’s Signature:

**#3 Final Year End Review**

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| **Consistently Exceeds Key Results Expected** | **Exceeds Key Results Expected** | **Fully Attains Key Results Expected** | **Sometimes Attains Key Results Expected** | **Seldom Attains Key Results Expected** | **Supervisor’s Comments****\***Note: When rating an individual other than “Fully Attains Key Results Expected”, concrete examples to support your rating must be given. In addition, please provide recommendations for development activity where necessary. |
| **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **1. Production** |
| **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **2. Documentation** |
| **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **3. Team Work/Leadership***
 |
| **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **4. Flexibility/Attendance** |
| **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **5. Professionalism/Communications** |
| **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **[ ]**  | **6. Sanitation/Safety / Allergy Awareness** |

**OVERALL RATING OF KEY RESULTS EXPECTED**

 [ ]  1-CONSISTENTLY EXCEEDS: [ ]  4-SOMETIMES ATTAINS:

 Reflects clearly exceptional performance that distinguishes Performance is below standard position require-

 the individual in the top 5% of workforce. ments but improvement is anticipated.

 New Employee currently in training.

[ ]  2-EXCEEDS:

 Performance reflects substantial superior performance well [ ]  5-SELDOM ATTAINS:

in excess of expectations and standards. Performance shows significant limitations. Substantial and prompt improvement is

 necessary.

[ ]  3-Fully Attains:

 Fully attains standard performance requirements for this position.

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| **Action Plan for Development** | **Target Date** |
| Continue to be consistent with your leadership and communication skills |       |

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| **Changes in Responsibility** | **Reasons for Change** |
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| **Supervisor’s Comments**This section may be used to address such areas as reliability, communication skills, attendance and initiative which may impact the overall rating. |
| Laurie is a hard worker and is in the process of transitioning to the cash operations team in Hogan. She is working on improving her communication and leadership skills through attending training and seminars. She maintains a presence on the floor and will assist staff when needed. She has worked hard learning all aspects of the retail locations.  |

**Date:** **Supervisor’s Signature:**

 **Employee’s Signature:**

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| **Employee’s Comments** |
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 **Dept. Head Approval:**

\* Your signature indicates that your supervisor has discussed the evaluation with you and given you an opportunity to respond. If you disagree with the rating, please complete the Employee Comments Section reflecting points of disagreement. The Employee Comments Section should also be used to highlight any positive points of the appraisal process.

Copies to: Employee

 Director of Dining

 Human Resource (original)