

Assistant General Manager

Name:

Date:



**Instructions:**

1. General Manager: Select the rating that describes how consistently the **Assistant General Manager** demonstrates these leadership behaviors.
2. General Manager and **Assistant General Manager** discuss and align on results.
3. General Manager maintains form and provides copy to their Area Coach.

BEHAVIORS	RATINGS		
SMART	O	S	E
<b>Good teacher</b> - Assists the GM in forming development strategy for the restaurant. Executes the development and training initiatives set by the GM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Inspires</b> - Inspires and helps all levels of the team see their role in achieving restaurant goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Delegates</b> - Prioritizes work to handle shifting and competing demands. Involves all members of the restaurant to achieve goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HEART	O	S	E
<b>Listens</b> - Understands the needs of the restaurant team through listening. Adapts interaction style to situations and people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Cares</b> - Knows the team personally and expresses genuine concern for them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recognizes</b> - Regularly recognizes & shows appreciation. Fully engaged with the restaurant recognition initiatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COURAGE	O	S	E
<b>Career discussions</b> - Supports the GM during 1 on 1s and career discussions with the restaurant team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Regular performance feedback</b> - Holds individuals accountable for their performance and acts on non-performers quickly. Involves the GM in performance issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Rely on during uncertainty</b> - Seen as a stable, confident leader in the restaurant that the team can go to along with the GM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**OVERALL LEADERSHIP BEHAVIORS**

**FUNDAMENTALS**

	TARGET	ACTUAL	OPPORTUNITY	SUCCESSFUL	EXCEPTIONAL
ANNUALIZED TURNOVER	120%		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MANAGEMENT STABILITY	50%		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RESTAURANT STAFFING	STAFFED AT 1 PER \$1,000		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MANAGEMENT STAFFING	6 CERTIFIED MANAGERS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RCP VS FLOW THRU	≥100%		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NET SALES VS PLAN	≥100%		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DISSATISFACTION (THURS - SUN)	≤9%		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FULL DAY DRIVE THRU OTD	≤3:30		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CORE AVERAGE SCORE	SYSTEM AVERAGE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOOD SAFETY % AT STANDARD	100%		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL FUNDAMENTAL PERFORMANCE			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2021 ANNUAL PERFORMANCE RATING			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**NEXT STEPS:** Set 1 to 3 SMART goals that will deliver the most impact on overall performance moving forward

**SIGNATURES**

Name:	Date:	Manager Name:	Date:
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**RATING KEY**

<p><b>Opportunity</b></p> <p>Performance needs some improvement in order to consistently meet goals.</p> <p>Either what is produced or how it is produced require improvement in one or more areas to meet expectations of the position.</p> <p>Such performance shortfalls may be attributable to missing or undeveloped skills and/or experience.</p>	<p><b>Successful</b></p> <p>Performance is strong and consistently meets, and occasionally exceeds goals.</p> <p>Achieves both "The What" and how to meet expectations of the position.</p> <p>Results may add value beyond the scope of the current role, often benefiting the division/department.</p>	<p><b>Exceptional</b></p> <p>Performance is superior and regularly exceeds goals.</p> <p>Both what is produced and how it is produced far exceed standards and expectations of the position.</p> <p>Performance at this level occurs throughout the year and across all key aspects of the position. Results significantly benefit the division/department and likely the broader business.</p>
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