

Shift Lead

Name:

Date:



Instructions:

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

BEHAVIORS	RATINGS		
SMART	O	S	E
Good teacher - Assists the GM in training new hires and executes the training calendar.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspires - Inspires their team throughout their shift to achieve restaurant goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delegates - Prioritizes work to handle shifting and competing demands. Involves the entire team throughout their shift.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HEART	O	S	E
Listens - 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"/>
Cares - Knows the team personally and expresses genuine concern for them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognizes - Regularly recognizes & shows appreciation. Executes the restaurant recognition strategy set by the GM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COURAGE	O	S	E
Career discussions - Supports the GM in communicating growth and development opportunities for Team Members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regular performance feedback - 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"/>
Rely on during uncertainty - Seen as a stable, confident leader in the restaurant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL LEADERSHIP BEHAVIORS

FUNDAMENTALS

	TARGET	ACTUAL	OPPORTUNITY	SUCCESSFUL	EXCEPTIONAL
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

Empty box for next steps.

SIGNATURES

Name:	Date:	Manager Name:	Date:
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RATING KEY

<p>Opportunity</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>Successful</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>Exceptional</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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