

General Manager Performance Evaluation

Significant Accomplishments

Identify significant accomplishments during this most recent performance period:

Leadership	1	2	3	4
Leads by example in following the Operations Manual 100%				
Store always has positive energy				
Store is always having fun				
Every team member knows the mission				
Every team member knows the core values				
Every team member knows the basics				
Interacts with others cooperatively				
Demonstrates appropriate behavior outside of work				
Follows through with all commitments to assistant managers/shift managers/all team members/support team				

Communication	1	2	3	4
Meetings occur with each assistant manager at least bi-monthly				
Store has the correct projections and is prepared for busy occasions (Superbowl, Halloween, Homecoming, etc.)				
Calm, cool and collected under pressure/high stress situations				
All team members understand our business and are willing to help (snow days, weekends, holidays, late nights)				
Schedule is done by 5pm on Thursday for review and posted by 5pm on Friday				
Manager uses the system of progressive discipline				
Manager communicates with superior if they are going to fall short on a commitment				
All e-mails are written professionally (grammar, spelling, etc.)				
Responds appropriately in e-mails (calm, timely, etc.)				

Organization and Planning	1	2	3	4
Manager completes a weekly plan each week				
Plans weeks accordingly to improve the weakest performance in the store				
Manager reviews their JP&R to aid weekly planning				
Manager reviews assistant managers JP&R's as an aid to weekly planning				
Uses tools to plan week (KI's, Toppers U, etc.)				
Creates agendas for all store meetings that are thoughtful and useful				
Uses tools to keep on top of commitments/meetings (JP&R, Day-timer, outlook, etc.)				
Checks e-mail frequently and responds in an appropriate time frame				

People Development	1	2	3	4
Store is doing everything they can to get applications out, interview and hire				
Store is staffed accordingly for the business volume				
Seeks out the next high performers and engages them in our business using the MIT timeline				
Manager follows the process of hiring assistants 100%				
Store is staffed with exciting assistant managers coming through the pipeline				
Reviews JP&R's with assistant managers and makes sure they are engaged				
Assistant managers want to pursue a career with Toppers Pizza				
Engages in extra training for assistants (group sessions, extra one on one time)				
Low performing assistants don't suck up a development spot				
All team members receive a performance evaluation at least once every 90 days				

Personal Development	1	2	3	4
Reads work related material outside of work				
Attends outside classes (ex. Dale Carnegie, Fred Pryor)				
Communicates with resources (area supervisor, marketing dept, executive team)				
Sets, monitors and evaluates personal goals				
Has a great relationship with neighboring businesses				

Personal Image	1	2	3	4
Dress/hygiene appropriate for work				
Competitive/team image				
Recognizes appropriate behavior outside of work				
Is viewed as professional by others				

Store QSC	1	2	3	4
Load time for the period is under 5 minutes				
OTD time for the period is under 18 minutes				
late orders for the period are under 10%				
3% or under 3 stop deliveries				

Store Requirements	1	2	3	4
Daily Mission Roadmap is followed 100%				
All training Modules are being followed 100%				
Every team member is 100% where they need to be on Toppers U				
All team members are executing: "Welcome to Toppers, Double Check, Running, Thanks and see you next time"				
Key Indicators are filled out 100%				
Car-tops are lit after 4pm or all day in inclement weather				
All corporate OPS manual requirements are executed				

Security, Safety, Sanitation	1	2	3	4
All items dated and labeled correctly				
Hand washing procedures are correct				
Handling RTE food procedures are correct				
Manager investigates bad/voided orders				
Cash shortage is within .01% YTD				
Manager works to correct tip differential issues with assistant and shift managers				

Marketing/sales building	1	2	3	4
YTD sales increase for the store				
Box-topping according to the OPS manual				
LSM checklist is complete 100% for the period				
Internal or external upsell contest is in place				
Store has a sales building mentality where every team member is engaged				
Store has the "never say no mentality"				

Profit and Loss Summary	1	2	3	4
Labor is at or under current goal on JP&R				
Running food cost within .5% of ideal				
Managers uniform, supplies and repair lines are within budget				
Management fees 4.5% or under YTD				
Tip differential \$25 or less for the period				
OT is within goal				
Store profit up over last year				

Developmental Needs:

Additional Comments / Concerns: