

Delivery Evaluation

Team Member Name: _____

Evaluators: _____

Date: _____

1 = Unsatisfactory 2= Satisfactory 3= Good 4= Exemplary

	N/A	1	2	3	4
Scheduling					
Attendance					
Availability					
Punctuality					
Attitude					
Knows and lives the Core Values every day					
Knows and strives to achieve the Mission every day					
Attitude towards Customers on phones					
Attitude towards Customers at the door					
Attitude towards Customers at the counter					
Attitude towards other Team Members					
Uniform and Image					
Abides by all uniform standards					
Understands how image affects the Customers' perception of Toppers as a whole					
Car top is lit and clean on every delivery					
Car clean and in good working condition each shift					
Wears clean caddy that is in good working condition on every delivery					
Comes into each shift with full tank of gas and full stomach					
Honoring the Guarantee					
Understands the importance of, and is on board with Honoring the Guarantee					
Ability to Honor the Guarantee on the phone or at the door					
Hustle					
Level of urgency in the store					
Bags up CC and sodas ahead of time					
Maps out deliveries in advance					
On top of dishes and cleaning					
Hustles in prep					
Hustles to the phones					
Required Customer Touchpoints					
Enthusiastically says "Welcome to Toppers" for every walk-in/pick up					
Runs on deliveries					
Performs Double Check correctly					
Says "Thanks" and "See you next time"					
Safety & Security					
Dropping money					
Follows closing safety & security procedures					
Knows and follows all other delivery related safety policies and procedures					
Delivery Efficiency					
Knowledge of delivery area					
Understanding routing theory (refer to Delivery Training Checklist)					
Food making - Demonstration					
Quality					
Speed					
Knowledge					

Actively helps on makeline on their own					
Knows and follows all food safety procedures when making food					
Average Ticket Vs. Store Average					
Taking it to the Next Level					
Knows the following Goals/Metrics laid out in the Operations Manual					
1 Stop %					
3 stop %					
OTD goal					
Load goal					
Late delivery goal					
Learns how to and conducts cheese checks regularly					
Large pepperoni time under 1 minute					
Has passed the Oventending and Routing training module on Toppers U					
Has learned how to use the DMR					
Has trained 5 Drivers using the training materials on Toppers U					
Can explain why food variance is a product quality and customer service issue, more than it is a cost issue					

Comments:

Goals:

Team Member Signature: _____

Evaluator Signature: _____