

Performance Review for Tim Hortons

Name of Employee: Jade Boucha

Name of Supervisor: Charlize van Bers-Sheppard

Date of Review: November 11, 2022

Team Member Competencies:

1. Completion of Tasks

1 2 3 4 5

Comments:

Completes all tasks to the highest standard.

2. Works Efficiently/Makes Good Use of Time

1 2 3 4 5

Comments:

Consistently exceeds expectations by completing all tasks in a timely manner.

3. Appearance of Store/Workstation

1 2 3 4 5

Comments:

Workstation is repeatedly left a mess both during and after a shift. This has led to some complaints from other team members.

4. Ability to Take Direction from Management

1 2 3 4 5

Comments:

Follows directions from management when required.

5. Ability to Work with Others

1 2 3 4 5

Comments:

Overall, Jade shows great teamwork skills with existing employees, but could be better at working with new employees.

6. Communication Skills (Verbal & Written)

1 2 3 4 5

Comments:

Jade shows good communication within the team and customers on the driver thru. However, she could do with working on communicating more effectively with customers when face-to-face

7. Attendance & Consistency

1 2 3 4 5

Comments:

Is often late to work and has developed a habit of not showing up for scheduled shifts.

8. Reliability & Dependability

1 2 3 4 5

Comments:

Completes all tasks required and in a timely and efficient manner. However, Jade is often late and has started missing entire shifts.

Management Comments/Feedback:

Has completed almost all the objectives discussed at her last review and is continuing to further improve on customer interactions.

She would like to try being on the front tills more.

Having looked at areas which need some improvement we settled on the following goals:

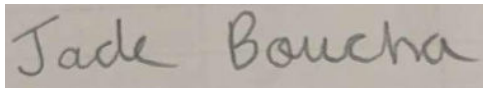
Future Goals:

- Complete the Ontario Food Safety Course and revisit proper safe food handling with supervisor.
- Complete a cleaning checklist at the end of every shift and have it signed by a supervisor.
- Be ready to work five minutes before the start of every shift.

Employee Feedback/Comments/Concerns:

- Is enjoying work
- Feels that she has achieved most of the goals and objectives set at the last review
- Would like to spend more time taking orders face-to-face than working the drive-thru
- Concerned that new employees are also not meeting work-station cleanliness standards

Employee Signature:



Manager Signature:

