

Evaluator:

Sub Valley Operational Excellence Evaluation

The purpose of the evaluation & honest feedback is to help you grow and become more exceptional

Operator:

Store #:

OIT Name:

Date:

OIT Name:

Time:

OIT Name:

Mgr. On Duty:



Circle which applies

Total Points Earned

1

100

Possible Points

1

Score Earned

FRIENDLY, ENGAGING SERVICE:

Comments

5	Extremely friendly, outgoing crew, fast service, lobby service, etc.
3	Friendly crew, some conversation, moderate speed
0	Head down, little conversation, slow service

SPEED - GIANT 13 TIME TEST: _____

Name of G-13 Participant: _____

Comments

4	Faster than 1:45	Time Breakdown Slice: Sprinkle: Wrap:	Total Time:	Weight:
3	1:45 to 1:59			
2	2:00 to 2:14			
1	2:15 to 2:29			
0	Slower than 2:30 and/or DQ (DQ Weight - 1.91 or below or above 2.08)			

SERVICE EXECUTION & EFFECIENCY: _____

Comments

2 / 1 / 0	Sprinkle Dance	
2 / 1 / 0	Communication down the line	
2 / 1 / 0	Dining Room Cleanliness (all tables clean and ready for customers)	
2 / 1 / 0	Dining Room Serviced (refills, conversation, chips stocked, drink station stocked and clean)	
2 / 1 / 0	Online Orders (quickly addressed, processed & marked accurately)	
2 / 1 / 0	Names written on all online/3rd party bags in sharpee and sealed properly	
2 / 1 / 0	Phone Orders (phone answered in 2 rings or less...orders processed and marked accurately)	

PRODUCT QUALITY: ____/24__

Comments

2 / 1 / 0	Bread Quality (length, width, score, color, dryness)
2 / 1 / 0	Onion (thickness, smell, quality,)
2 / 1 / 0	Lettuce (thickness, quality, color) NO BROWN LETTUCE!
2 / 1 / 0	Tomato Quality (color and quality)
2 / 1 / 0	All Tomatoes Dated
2 / 1 / 0	Adequate Product (Minis, Parm Bread, White Bread, Wheat, all products in store, etc.)
2 / 1 / 0	Cookie Quality - Freshly Baked in the morning - Soft cookies, not hard
2 / 1 / 0	All Product in proper use date (no expired product - meat case, walk in, etc.)(Open Bottles Dated)
2 / 1 / 0	Green Pepper Thickness (same as tomato)
2 / 1 / 0	Celery Thickness (same as tomato)
2 / 1 / 0	Roast Beef (adequate prep amount, dated and good quality)
2 / 1 / 0	Tuna (adequate prep amount, dated and good quality, proper recipe has the Jersey Jiggle)

OPERATIONS: ___/24__

Comments

2 / 1 / o	Slicer Quality (<i>bread cut, thickness & flowering</i>)
2 / 1 / o	Asking "Mike's Way" & Putting Proper Amount of Onion, Lettuce, Tomato & Extras on. MW first. Extras after
2 / 1 / o	Oil & Vinegar (proper amount, proper technique)
2 / 1 / o	Line crowned & front line area kept clean & presentable
2 / 1 / o	Ticket Writing - First three letters of every word, Our acronyms being used 100% <ul style="list-style-type: none"> - White tickets to customer for register yellow tickets to the grill for in house orders - White ticket to grill/yellow to slicer for phone orders - Names on every ticket - no "stars" or left blank
2 / 1 / o	Training Customers - Making sure all team members are educating customers on proper ordering process from using the numbers to order to breaking down how to explain Mike's Way. Educating first time customers on the menu and what we're known for.
2 / 1 / o	Proper Font Line Set Up - Sanitizing Buckets <ul style="list-style-type: none"> - Correct Set up of condiments - 2 dry towels (wrapping & sprinkle station), wet towel in sani bucket
2 / 1 / o	Register Person - Bagging items for customers with 2 or more items <ul style="list-style-type: none"> - Washing hands before working any other station
2 / 1 / o	Wrapping Quality (pull back, quality & marking bags, asking "for here?" pulling one parchment at a time). Items for "here" not bagged
2 / 1 / o	Register Efficiency, upselling chips, drinks and cookies. Ask every customer about shore points
2 / 1 / o	Hot Sub Operations and Efficiency (area stocked, proper amount of veggies on grill, 3 lines of sauce)
2 / 1 / o	Hot Sub Operations and Efficiency (Steaks and Chicken cooked properly not overcooked or undercooked, 16 chops)

STORE CLEANLINESS & ORGANIZATION: ____/16 ____

Comments

1 / o	Current marketing material & POP posted correctly	
1 / o	Cleanliness & Organization of Walk-in (in good repair?)	
1 / o	Cleanliness & Organization of Freezer (in good repair?)	
1 / o	Display Shelf Organization and back counters (free of clutter, cups, etc.)	
1 / o	Cleanliness of Kitchen Floors and Walls and corners	
1 / o	Bread Oven and Proofer (clean and presentable)	
1 / o	Music at acceptable volume	
1 / o	Correct Meatcase Display (amount of product, clean & organized & dated)	
1 / o	Production Area (clean & organized)	
1 / o	Slicer Cleanliness - Before team member leaves slicer, does the blade look like a mirror?	
1 / o	Dining Room Cleanliness (floors, walls, chair backs, chair legs, and patio area if present)	
1 / o	Outside Entrance (free of debris, clean and inviting)	
1 / o	Windows (clean & presentable)	
3 / o	Bathrooms Stocked and Clean	

SYSTEMS MANAGMENT: ____/8 ____

Comments

1 / o	Folder Paperwork Organization	
1 / o	Line up sheet in use	
1 / o	All checklists & temp logs in compliance	
1 / o	Schedule sent by 5pm Thursday	
1 / o	Office Organization and Cleanliness	
1 / o	Production Report in use	
1 / o	Bluebook in use 100%	
1 / o	Managers guide in use 100%	

Uniform: ____/5 = ____%

Comments

5 / o	All Uniform and Image Standards at 100% Compliance	
2 / o	2 Bonus Pounts for 9:59 Mindset if Eval Starts prior to 10:00am and store is 100% set up	