



Certified Shift Runner Evaluation

Name:	Evaluator Name:
Store #:	Date:

Y = Yes N = No N/T = Not Trained

General	Y	N	N/T	Comments
Operates with smart hustle and demonstrates HTA				
Sets high standards and acts with integrity				
Takes ownership for work and mistakes				

Image	Y	N	N/T	Comments
Reports to work in perfect image and grooming				
Ensures all team members meet image and grooming standards				

Customer Service	Y	N	N/T	Comments
All customers are greeted within 9 seconds				
Resolves all customer concerns using WOW at the store level				
Consistently upsells and ensures all t/m upsell on all orders				
Knows and demonstrates how to respond to negative tracker feedback				
Demonstrates the ability to conduct effective customer service team member role plays				

Operations	Y	N	N/T	Comments
Makes a "great" 14" hand tossed pepperoni in 60 seconds or less				
Successfully handles a 25 product hour alone				
Can oven tend orders accurately				
Can properly route during shift				
Ensures proper pre-rush prep (PRP) on every shift				
Knows daily goals and tracks results				
Aware of special promotions/events and prepares accordingly				
Can access, interpret, and positively impact Service Times Report categories				
Can demonstrate knowledge of contingency plans (equipment failure, power outage, driver doesn't show up)				
Follows proper sanitation procedures (2 hour rule, 3C sink, handwashing)				
Ensures store's cleanliness and is maintained during shift				

Product	Y	N	N/T	Comments
Ensures proper inventory check (not out) and food projection for shift				
Ensures dough management/proving on every shift				
Makes all pizzas to specification				
Makes all side items to specifications				
Dates product properly, checks dates, and discards expired product				
Knowledge of temperature specifications; monitors temperatures				
Knows how to properly use a scale; trains team members for proper portioning				

Safety and Security	Y	N	N/T	Comments
Proper cash handling procedures followed (safe secured, till locked/correct amounts, \$20 max driver banks, deposits)				
Follows all safety and security procedures				
Demonstrates what to do in the event of a robbery or injury of a team member				
Knowledge of SDS (location, contents, purpose)				

Certified Shift Runner Signature

Evaluator Signature