

### Evaluation Criteria to Receive a Strength Rating (For Food Service Assistants)

All examples listed below are *purely examples* and are not the only way to achieve a strength rating in a category. Also, any one criterion by itself does not necessarily warrant a strength rating in that particular area. In order to receive a strength a comment must be listed for the corresponding category.

#### 1. Job Knowledge (1)

- a. Performs job responsibilities with methods, techniques, and skills required of position - must meet all the following criteria below to be considered for a strength rating:
  - i. **Always** utilizes appropriate procedures/measures in safety, sanitation, and cash control procedures.
  - ii. **Always** demonstrates ability to perform duties according to assigned work schedule.
  - iii. **Always** performs job responsibilities with methods, techniques, and skills required of position.
  - iv. **Always** follows all procedures/policies to include USDA guidelines, meal service and offer vs. serve.

#### 2. Self Motivation

- a. Strives to succeed (2)
  - i. **Always** offers to assume additional responsibilities
  - ii. Seeks new opportunities to expand job responsibilities/knowledge
- b. Stretches personal resources (3)
  - i. Employee participates to improve personal skills (adult Education, workshops, certifications) if any.
  - ii. Employee steps outside his/her comfort zone to go above and beyond
- c. Builds on strengths and works on deficiencies (4)
  - i. Employee assisted in training others.
  - ii. Employee developed additional ways to provide exceptional customer service.
  - iii. Employee assisted to make job duties more efficient.
  - iv. Employee improved job performance to correct deficiencies.

#### 3. Self Management

- a. Personally well organized (5)
  - i. **Always** demonstrates the ability to organize assignments set by the work schedule.
  - ii. **Always** performs tasks in order of importance to meet goals.
  - iii. **Always** maintains professional, neat, clean, organized, and uncluttered work environment.
- b. Utilizes time effectively (6)
  - i. **Always** accomplishes job duties in time allotted.
  - ii. When available, **Always** uses additional time to assist coworkers.
- c. Takes independent action (7)

- i. **Always** works independently without close supervision.
    - ii. **Always** solves issues with a proactive approach (comment is needed for consideration).
    - iii. **Always** recognizes other tasks that needed to be completed and took action.
- 4. Adaptability to Change (8)
  - 1. Always accepts additional tasks as requested by food service manager
  - 2. Always remains flexible and adapted to unexpected changes with a positive attitude (comment is needed for consideration)
- 5. Interpersonal Effectiveness
  - a. Maintains effective working relationships with associates/students (must consistently meet all criteria listed below to be considered for a strength rating and have at least one comment listed) (9)
    - i. **Always** maintains a positive attitude when working with customers.
    - ii. **Always** is respectful of each student's needs and differences when addressing the student.
    - iii. **Always** maintains a cooperative attitude with coworkers.
    - iv. **Always** contributes to the workplace through teamwork.
    - v. **Always** treats everyone fairly.
    - vi. **Always** projects a positive and professional image when dealing with the school, department personnel, students, parents, and the public.
  - b. Handles conflict well (10)
    - i. Uses self-control when handling a difficult situation.
    - ii. Provides a positive example of conflict resolution.
    - iii. Works proactively to avoid/prevent conflict.
  - c. Presents ideas effectively (11)
    - i. **Always** demonstrates effective verbal communication skills.
    - ii. **Always** keeps manager apprised of necessary information.