

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 rating, a detailed comment must be listed for the corresponding category explaining the action that warrants the strength.

1. Job Knowledge

- 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
 - i. **Always** offers to assume additional responsibilities
 - ii. Seeks new opportunities to expand job responsibilities/knowledge
- b. Stretches personal resources
 - 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
 - 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
 - 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
 - i. **Always** accomplishes job duties in time allotted.
 - ii. When available, **Always** uses additional time to assist coworkers.

- c. Takes independent action
 - 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
 - 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)
 - 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
 - i. Uses self-control when handling a difficult situation.
 - ii. Works proactively to avoid/prevent conflict.
 - c. Presents ideas effectively
 - i. **Always** demonstrates effective verbal communication skills.
 - ii. **Always** keeps manager apprised of necessary information.
- 6. Written and /or Oral Assignments
 - a. Follows directions easily and effectively
 - i. No 1's since following directions easily and effectively is the expectation
 - b. Completes assignments on time and in compliance with directions given
 - i. No 1's since completing assignments on time and in compliance is the expectation
- 7. Attendance
 - a. No 1's since being in attendance each day is the expectation
- 8. Punctuality
 - a. No 1's since being punctual is the expectation
- 9. Additional Factors
 - a. **Always** are in complete uniform to include hair net, apron, and clean shirt and pants
 - b. **Always** wears the proper non-slip shoes
 - c. **Always** utilizes proper safety equipment when warranted
 - d. **Always** utilized equipment properly and maintains appropriately

NOTE: This section may also be used for anything that is noteworthy that does not fall within the performance factors above