

Team Member Scorecard

Rate each area 1–5 based on consistent, observed performance.

TEAM MEMBER NAME

EVALUATION DATE

EVALUATED BY



OVERVIEW

This scorecard measures how consistently a Team Member delivers operational excellence and remarkable hospitality. Score each statement from 1 (developing) to 5 (transformational) based on observed, day-to-day performance.



SCORING QUESTIONS

PERFORMANCE STATEMENT		SCORE (1-5)				
1	This Team Member works at an exceptional rate of speed while maintaining efficiency and accuracy.	1	2	3	4	5
2	This Team Member solves problems with minimal supervision.	1	2	3	4	5
3	This Team Member consistently adheres to SOPs.	1	2	3	4	5
4	This Team Member consistently looks to serve by assisting others around them wherever they're positioned.	1	2	3	4	5
5	This Team Member is consistently prepared to work through punctuality, preparation, and dependability.	1	2	3	4	5
6	This Team Member applies feedback given to them effectively and consistently.	1	2	3	4	5
7	This Team Member is consistently excited to work alongside others and brings energy wherever they're positioned.	1	2	3	4	5
8	This Team Member communicates effectively to those around them.	1	2	3	4	5
9	This Team Member offers a warm welcome and a fond farewell — greeting guests, thanking them by name for coming out, and using consistent elevated language.	1	2	3	4	5
10	This Team Member consistently shares a smile, makes eye contact, speaks enthusiastically, and says "My pleasure" when the guest says thank you.	1	2	3	4	5



PERFORMANCE SCALE

1

Building Skills 10–17

Needs support but demonstrates enthusiasm and willingness to learn.

2

Gaining Momentum 18–25

Improving steadily and showing greater capacity.

3

Solid Performer 26–33

Dependable and consistent in delivering expected results.

4

High Impact Performer 34–41

Contributes significantly to team success and elevates team performance.

5

Transformational Performer 42–50

Drives excellence and inspires others.



TOTAL

TOTAL SCORE

_____ / 50

\$ COMPENSATION

CURRENT PAY

\$ _____

PAY AFTER EVALUATION

\$ _____