

**CHEESEBURGER BOBBY'S MANAGER EVALUATION AND STANDARDS SURVEY (MESS)**

Date: \_\_\_\_ - \_\_\_\_

The MESS evaluation form is a tool used by Cheeseburger Bobby's to measure the morale of each unit. This audit will be performed by a corporate representative. After compiling the results a summary will be sent to the Franchisee. This can be distributed to the Team Members in order to get their opinion of the management staff. Make sure that it is clear to the Team Member who is General Manager (GM), Manager (MGR) and Assistant Manager (ASST), by filling in the blanks below:

General Manager \_\_\_\_\_ Manager \_\_\_\_\_ Assistant Manager \_\_\_\_\_

**PART I. Please rate each Manager using the following scale:**

**1 = Never or rarely demonstrates this behavior**

**2 = Sometimes demonstrates this behavior**

**3 = Always demonstrates this behavior**

**PLEASE PROVIDE AN EXPLANATION ON THE ATTACHED COMMENTS PAGES FOR EACH SCORE LESS THAN A THREE (3).**

	<u>GM</u>	<u>MGR</u>	<u>ASST</u>
1. Manager behaves consistently and is not moody.	1 2 3	1 2 3	1 2 3
2. Manager provides the staff with the tools to do their jobs.	1 2 3	1 2 3	1 2 3
3. Manager follows through with Team Member concerns.	1 2 3	1 2 3	1 2 3
4. Manager treats staff fairly and consistently.	1 2 3	1 2 3	1 2 3
5. Manager recognizes good performance.	1 2 3	1 2 3	1 2 3
6. Manager is committed to training and development.	1 2 3	1 2 3	1 2 3
7. Manager is accessible and willing to help during the shift.	1 2 3	1 2 3	1 2 3
8. Manager is approachable.	1 2 3	1 2 3	1 2 3
9. Manager creates a fun environment.	1 2 3	1 2 3	1 2 3
10. Manager includes the Team Members in their decision making process.	1 2 3	1 2 3	1 2 3

11. Manager provides feedback to Team Members.	1 2 3	1 2 3	1 2 3
12. Manager treats each Team Member with respect.	1 2 3	1 2 3	1 2 3
13. Manager upholds company policies with each Team Member.	1 2 3	1 2 3	1 2 3
14. Manager expresses a genuine interest in being at work.	1 2 3	1 2 3	1 2 3
15. Manager expresses a passion for offering outstanding Guest service.	1 2 3	1 2 3	1 2 3
16. Manager gives excellent Guest service.	1 2 3	1 2 3	1 2 3
17. Manager motivates Team Members to give excellent Guest service.	1 2 3	1 2 3	1 2 3
18. Manager acts in a professional manner.	1 2 3	1 2 3	1 2 3
19. Manager gives 100 percent at all times.	1 2 3	1 2 3	1 2 3
20. Manager appears interested in the needs of the Guest	1 2 3	1 2 3	1 2 3
21. Manager ensures restrooms are checked and cleaned every 15 minutes.	1 2 3	1 2 3	1 2 3
22. Manager greets <u>every</u> Guest in a friendly manner.	1 2 3	1 2 3	1 2 3
23. Manager handles Guest complaints in a professional manner.	1 2 3	1 2 3	1 2 3
24. Manager believes rules apply to himself /herself.	1 2 3	1 2 3	1 2 3
25. Conducts Hamburger Huddles consistently.	1 2 3	1 2 3	1 2 3

Please use the following space to provide comments for each score given on pages one and two that was less than a three (3). For example, if the Manager received a two (2) for item line 12, describe an instance in which that Manager was not respectful to you and/or another Team Member. Describe each instance as thoroughly as you can in your own words. Specific times and dates are not important. If you need more writing space, please attach another sheet of paper.

PART II

Please answer the following and explain each negative (or positive, if desired) response in the space provided.

	<u>GM</u>	<u>MGR</u>	<u>ASST</u>
1. Would you hire this individual as a Manager?	Yes No	Yes No	Yes No
2. Do you enjoy working on this Manager's shift?	Yes No	Yes No	Yes No
3. Do you feel the Manager displays good organizational skills?	Yes No	Yes No	Yes No
4. How would you rate this Manager's overall customer service?	Good Fair Poor	Good Fair Poor	Good Fair Poor
5. Do you feel the Manager's primary focus is on the Guest at all times?	Yes No	Yes No	Yes No
6. In your estimation, does this Manager practice favoritism/unfairness toward Team Members?	Yes No	Yes No	Yes No
7. Which Manager do you think gives the best Guest service?	GM	MGR	ASST
Please circle your answer and explain why.			
8. Which Manager do you <u>most</u> prefer to work with? Please circle your answer and explain why.	GM	MGR	ASST
9. Which Manager do you <u>least</u> prefer to work with? Please circle your answer and explain why.	GM	MGR	ASST
10. Do you believe that this Manager truly enjoys being at work? If no, please explain why.	Yes No	Yes No	Yes No
11. Can you usually locate this Manager during the shift?	Yes No	Yes No	Yes No
12. Have you ever heard this Manager complain publicly about company policies/rules or about another Manager or Team Member? If yes, please explain.	Yes No	Yes No	Yes No
13. Do you believe that this Manager acts or performs differently when the owner (Franchisee or Corporate) is not present? If yes, how so?	Yes No	Yes No	Yes No

14. Do you believe that this Manager acts or performs differently when the owner (Franchisee or Corporate) is not present?  
If yes, please explain? Yes No Yes No Yes No
15. Have you ever seen this Manager indicate that they did not care about the needs of a Guest or Team Member?  
Please explain. Yes No Yes No Yes No

PART III

1. What do you like about working at Cheeseburger Bobby's?
2. What do you dislike about working at Cheeseburger Bobby's?
3. If Managers need to improve, in what way(s) do you believe each manager could improve?

**GM** (Circle) Stay the same Yes No If no, explain.

**MGR** (Circle) Stay the same Yes No If no, explain.

**ASST** (Circle) Stay the same Yes No If no, explain.