

Radish Service Lead Assessment

		Employee Self-Assessment	Manager Assessment 1	Manager Assessment 2
Hospitality & Professionalism	Conducts themselves in a positive, proactive, respectful, patient and professional manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrates a "What can I do next?" attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Excellent team player, works well alongside any and all other team members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Willingness to take on additional tasks outside standard daily duties as necessary,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Problem solves independently, while still reporting to managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Extremely hospitality-minded and interacts well with guests. Seeks out answers to unknown questions, is consistently courteous, professional and warm.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership	Well-groomed with professional appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Follows direction from other leads when not in leadership positions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrates a positive, teaching-based management style	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated ability to de-escalate or otherwise solve conflicts or tensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Identifies areas for process improvement, works with leadership to suggest, design and implement solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Offers clear directions and guidance to supervisees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experience	Ability to effectively train new employees/shadows in Radish ethos, hospitality as well as operating procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Able to lead Cafe Style, Buffet Style, Radish Reception, and Stationary Appetizer Service Styles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated Ability to manage a crew of at least 3 Radish Reps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Capable of leading a service at a new location without prior experience working at that location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated knowledge of food rescue donation procedures, including where and how to properly store leftovers for donation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated mastery of Leafe, Driveroo, and any other Radish process management systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated ability to write a staff plan for a given service, taking into account skill sets, service timing, break timing, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Understands how to read Galley menu reports to determine whether product provided is complete and represents accurate quantities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Understanding of all equipment and use (vessels, utensils, compostables, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Valid Drivers License, clean driving record, and willingness to drive vehicles at work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance	Is consistently on time, with not more than 4 tardies in the last 2 months.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ensures and manages food with utmost attention to quality and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consistently assembles attractive plates that adhere to portioning guidelines, plating guidelines, and chef guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Plans service to consistently ensure that food is ready, and at optimal temperature, at the designated time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Keeps equipment & station consistently clean and organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrates outstanding client-facing service. Responds appropriately and energetically to client questions and requests, and escalates questions professionally if unsure how to respond.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedure	Keeps open lines of communication with Chef, Account Manager, and Crew Manager when variables in service arise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Understanding and proven practice of TFS safety and food safety procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consistently leaves work spaces cleaner than they found it, including walkthroughs with clients prior to departure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Detailed understanding of dietary restrictions and allergens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consistently takes time to review menu in detail with chef before service, and to convey extensive menu details to other team members onsite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Thoroughly and thoughtfully checks out food from the kitchen - always confers with chef if any questions arise or any meal elements do not match paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consistently and accurately uses scales to weigh all product at kitchen, to ensure correct quantities are sent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Actively and carefully assesses product quality and suitability for service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Consistently and accurately uses scales to construct accurate sample plate before service, to ensure appropriate portioning during service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Leads onsite MODs and tastings with team members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sets up attractive and functional guest-facing stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Understands food quality and presentation, and knows how to achieve each - can plate exactly according to Galley sheet/Radish standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can effectively break staff while not taking away from service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carefully and accurately tracks plate counts and consumption information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistently fills out End of Day Reports, and overages after every shift, works with Crew Manager to review service plan for next day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to keep track of and update pars of equipment needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>