

Chapter 10

Activity 2: Performance Review

Write a review for Assistant Manager

- abrupt with the crew
- makes lots of mistakes
- slow smoothie and acai bowl maker
- conflict with the keyholder

Age: 24; no college

Write a review for a team member

- Age 20 y/o student at FAU
- constantly late for work
- fast in all positions
- loves Raw Juice
- registers are short 25% of the time for around \$3

Discussion points:

- write the review
- practice giving the review
- Use the 12 points
- Write down your expectations.