



Quality and Satisfaction Guarantee Incentive FOR TEXAS A & M

ANNUAL PERFORMANCE RATING GUIDE	
1	MARGINAL (-\$500,000)
2	SATISFACTORY (-\$250,000)
3	GOOD (Neutral)
4	SUPERIOR (+\$250,000)
5	OUTSTANDING (+\$500,000)

CRITERIA I - QUALITY ASSURANCE - Maximum Score 75		PERFORMANCE RATING					
1 Attractive and tasteful food displays are utilized daily and changed regularly.		0	1	2	3	4	5
2 All food items are appropriately garnished and attractively served.		0	1	2	3	4	5
3 Cafeteria menus are innovative, appealing and support the overall operating concept.		0	1	2	3	4	5
4 Cafeteria menus are revised to incorporate seasonal items, market specials and new trends. Market brands are utilized and marketed.		0	1	2	3	4	5
5 Theme days and mini promotions are conducted according to schedule.		0	1	2	3	4	5
6 District manager visits quarterly and makes formal recommendations for quality assessment and enhancement.		0	1	2	3	4	5
7 Portion serving sizes are in accordance with the Price & Portion Guide. Price and portion guide is current.		0	1	2	3	4	5
8 Unit management conducts formal pre-service meeting with service staff to discuss products and enhance service efficiency.		0	1	2	3	4	5
9 Catering and private dining menus are varied and appropriate for each special occasion.		0	1	2	3	4	5
10 Management and staff is responsive and knowledgeable relative to special meal or catering preparation and presentation.		0	1	2	3	4	5
11 The menu is produced according to the approved cycle and it is checked for color, texture and seasonality.		0	1	2	3	4	5
12 Management utilizes facility sanitation checklists daily.		0	1	2	3	4	5
13 Management utilizes production records and temperature logs daily. Tests for temperatures includes testing of the facilities' ware washing		0	1	2	3	4	5
14 Food temperatures are monitored and recorded.		0	1	2	3	4	5
15 Store rooms are locked at all times.		0	1	2	3	4	5

TAMU University

CRITERIA II - PERSONNEL MANAGEMENT - Maximum Score 55		PERFORMANCE RATING					
1 To provide the University with a complete on-site management team as stated in the Foodservice Contract.		0	1	2	3	4	5
2 There are documented in-service classes held every month for every member of the department.		0	1	2	3	4	5
3 Employees are properly attired and adhere to the strictest personal hygiene practices.		0	1	2	3	4	5
4 Consistent maintenance of adequate staff employees at proposed levels.		0	1	2	3	4	5
5 Service staff is polite, courteous and responsive to customer requests and/or concerns.		0	1	2	3	4	5
6 Management is professional in appearance, highly visible during meal times and most responsive to the student's needs.		0	1	2	3	4	5
7 Corporate demonstrates support for account through provision of continuing education and training for unit management personnel.		0	1	2	3	4	5
8 District Manager demonstrates professionalism and support in problem solving, as well as timely response.		0	1	2	3	4	5
9 Bi-weekly employee meetings are held and documented.		0	1	2	3	4	5
10 Employee turnover is held to a minimum (below 20%) annually.		0	1	2	3	4	5
11 All employee files include absentee and tardiness logs that are updated weekly.		0	1	2	3	4	5

CRITERIA III - SANITATION PRACTICES - Maximum Score 70		<u>PERFORMANCE RATING</u>					
1 The monthly sanitation report is favorable and the Foodservices Department is in compliance with all Federal, State and Local Health Department regulations.		0	1	2	3	4	5
2 The Foodservices Department is maintained at a consistently high level of sanitation as per monthly sanitation/safety inspection results.		0	1	2	3	4	5
3 There is an effective Safety Program which documents training of employees on dangerous equipment.		0	1	2	3	4	5
4 Management documents and notifies client of unsafe conditions existing within the department.		0	1	2	3	4	5
5 There is prompt and effective reaction by the management team to sanitation and safety inspection results as evidenced by a lack of repeat violations.		0	1	2	3	4	5
6 Equipment is maintained in proper working condition. Malfunctioning equipment is reported immediately and followed-up as required.		0	1	2	3	4	5
7 All dining areas have comprehensive cleaning schedules which are maintained and monitored on a daily basis - schedule is posted within the Foodservices Department.		0	1	2	3	4	5
8 Kitchen floors are free of spills and cleaned frequently.		0	1	2	3	4	5
9 Kitchen equipment cleaned and sanitized regularly.		0	1	2	3	4	5
10 Work table and drawers clean and free of clutter.		0	1	2	3	4	5
11 Floor drains and areas difficult to access are maintained and clean.		0	1	2	3	4	5
12 Any carts used to transport food are maintained and clean.		0	1	2	3	4	5
13 Exhaust hoods and filters are maintained. Fire extinguishing systems are inspected in a timely manner.		0	1	2	3	4	5
14 Refrigerator/freezer blowers are free of dust and doors are not left open unnecessarily.		0	1	2	3	4	5

CRITERIA IV - FINANCIAL PERFORMANCE 100		PERFORMANCE RATING				
1 Overall financial results are in line with budgetary projections.		5	10	15	20	25
2 Chartwells board and cash prices are increased according to the contract specifications.		10	20	30	40	50
3 The financial terms and conditions of the foodservice contract detailed in our agreements are completed in a timely manner and are within budgetary guidelines.		5	10	15	20	25

PERFORMANCE RATING RECAP		MAXIMUM SCORE	ACTUAL SCORE	MINIMUM ACCEPTABLE
I	QUALITY ASSURANCE	75		
II	PERSONNEL MANAGEMENT / MANAGEMENT GUARANTEE	55		
III	SANITATION PRACTICES	70		
IV	FINANCIAL PERFORMANCE	100		
TOTAL		300		