



Date: 08/04/24
To: XYZ

Store #: 1234
Position: [Employee's Position]

☐ Counseling

☐ Written Warning

☐ Suspension

Dear [Employee's Name],

Reason for Discussion:

This letter serves as a formal written warning regarding your failure to follow established cooking procedures. Despite previous discussions and reminders, there have been ongoing issues with adhering to our standard cooking practices, which have impacted our restaurant operations and customer satisfaction.

Description: You were not following the correct cooking times, temperatures.

- **Date:** 06/25/2024
- **Impact:** Incorrect cooking time/temperature of chicken resulted in undercooked food being served, which led to customer complaints and a temporary halt in service.

Previous Discussions:

- On 5/20/2024: feedback was given about following correct cooking time procedures
- On 6/01/2024: We retrained you on all cooking procedure so you can continue improving on cooking procedure.

Next steps:

To address these issues, your management team will commit to:

- **Attend Training:** We will recertify you and provide you with pocket guide to help with compliance. We will schedule you with team trainer for a week.
- **Regular Monitoring:** We will provide written feedback at end of every week to monitor adherence to cooking procedures.



Employee Accountability:

- **Adhere to Procedures:** We expect strictly following cooking times, temperatures, and ingredient measurements.
- **Actively seek feedback**

If these issues are not addressed immediately, further disciplinary action may be taken, which could include suspension or termination of employment, in accordance with our company's disciplinary procedures.

Acknowledgment:

Please sign below to acknowledge receipt of this written warning and your understanding of the performance issues and required actions.

Employee Acknowledgment:

Signature: _____

Name: [Employee's Name]

Date: [Date]

Manager/Supervisor:

Signature: _____

Name: [Manager's Name]

Date: [Date]



Date: 08/04/24

To: XYZ

Store #: 1234

Position: [Employee's Position]

Subject: Positive Performance Documentation

Dear [Employee's Name],

I am pleased to acknowledge and document your outstanding performance during the period of [Performance Period]. Your dedication and exceptional work have made a significant impact on our fast-food restaurant. This letter aims to recognize your achievements and express our gratitude for your hard work.

Outstanding Achievements:

1. Exceptional Customer Service:

- Description: You provided outstanding customer service, by handling a high volume of orders efficiently
- Impact: Your ability to manage a busy lunch rush with a positive attitude resulted in a noticeable improvement in customer satisfaction scores and several positive comments on Medallia.

2. Efficiency in Order Preparation:

- Description: You excelled in preparing orders quickly and accurately, contributing to overall kitchen efficiency.
- Impact: Your swift and accurate preparation of orders during peak hours helped reduce average wait times by 15%, enhancing the overall dining experience for our customers.

3. Team Collaboration:

- Description: You positively influenced team dynamics, by assisting colleagues during busy periods and leading by example.]
- Impact: Your proactive support in training new staff members and your willingness to help others during peak times have fostered a more cohesive and efficient team.

Additional Contributions:

- Contribution 1: [Mention any other relevant contributions, such as suggesting process improvements, maintaining a clean work environment, or handling special tasks.]
- Contribution 2: [Include additional noteworthy actions or behaviors.]



Summary:

Your performance has consistently exceeded expectations, and your dedication, efficiency, and teamwork are greatly appreciated. Your contributions play a crucial role in the success of our restaurant, and we are grateful for your hard work and commitment.

Future Development:

We encourage you to continue leveraging your strengths and exploring opportunities for further growth. Your exceptional performance sets a high standard for excellence, and we look forward to your continued contributions.

Acknowledgment:

Please sign below to acknowledge receipt of this positive performance documentation and your understanding of the feedback provided.

Employee Acknowledgment:

Signature: _____

Name: [Employee's Name]

Date: [Date]

Manager/Supervisor:

Signature: _____

Name: [Manager's Name]

Date: [Date]