|  |  |  |  |
| --- | --- | --- | --- |
| The HAMBURGER RUBRIC | | | |
| Four friends go to a restaurant. Each of them orders a hot, fresh hamburger with all the fixin’s: lettuce, tomatoes, cheese, bacon and a pickle. When their orders come, each gives the server a ranking out of 4, based on what they got compared to what they ordered. (*Remember their success criteria: a hot, fresh hamburger with lettuce, tomatoes, cheese, bacon and a pickle*.) | | | |
| Not yet meeting | Approaching | Fully meeting | Exceeding |
| When the order came for this friend, it was a hot dog! This definitely was **not** what was ordered, and did not even come close to the success criteria! The friend thought, “This does not meet my expectations. The server gets a 1.” | When the order came for the second friend, she was glad it was a hamburger. But it was *only a bun and meat, with a squirt of mustard and ketchup*, that’s all! It met some of the success criteria but was far below her expectations. This server gets a 2. | When the third order came, the friend smiled. Here was the hamburger: fresh and hot, with all the fixin’s! This met all the success criteria. Without a doubt, it fully met expectations. This server gets a 3! | When the fourth order came the friend was delighted! He’d got his burger, but *the server had taken the time to add extras*! This friend got more than he expected. It exceeded expectations and the server gets a 4! |

Adapted from The Leader in Me, by Stephan R. Covey, 2008