

Server Evaluation Form

Employee Name: _____

Evaluation Period: _____

Ranking Instructions: For each of the following areas, give the employee a score of 1-5 to indicate how strong you think the employee's skill is.

Use the Comments section to discuss all items which you rank a 3 or lower.

5 – Has mastered this area and could teach others.

4 – Is strong in this area, but could improve.

3 – Is average in this area.

2 – Is below average in this area and could learn more about this.

1 – Need help with this to be more effective.

Position Work Habits:

_____ Nicely greeted the guest as soon as they walked in.

_____ Upsells when approaching to the guests.

_____ Follows the menu and has great knowledge of the restaurant's food and drinks.

_____ The server offers daily specials.

_____ Follows proper cleaning procedures and busses tables when needed.

_____ Knows how to properly address guest with allergies.

_____ The server can describe our wine, beer, and coffee section.

_____ Maintains cleanliness in all areas.

_____ Ensures that his/ her cleaning area is clean and swept.

_____ Comes to work with a positive attitude.

_____ Knows how to stock service stations.

_____ Remains calm in a tense situation.

_____ The server knows how to collect credit card or cash payments.

_____ The server knows the proper table set up and arrangement.

Professional Development, Attitude, and Efforts

_____ Takes job seriously and seeks to improve skills

_____ Provides welcoming and positive customer service to all guest.

_____ Shows improvement in areas in which they have received training

_____ Arrives on time to his/ her shifts and rarely calls out.

_____ Is self-reflective with goals for ongoing development