

Cafe Person 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 greets the guest and offers them the Menu.

_____ Daily turns on the outside TV.

_____ Refills the sanitizers and TO- Go Menus

_____ Makes suggestions of our specialty cocktails and drink specials.

_____ Follows proper cleaning procedures for glasses, utensils and equipment.

_____ Knows how to properly address guest with allergies.

_____ Stocks ice cream, beers, and Wine bottles..

_____ Maintains cleanliness in all areas.

_____ Properly stocks wine bottles, beer, cups, lids, and ice cream.

_____ Comes to work with a positive attitude and with a smile.

_____ Follow the proper cocktail recipes and records drinks orders accurately.

_____ Remains calm in a tense situation with difficult customers.

_____ Shows an approachable attitude and provided a detailed list of the coffee drinks available.

- _____ Cleans the espresso machine, shake machine, and café cooler during her shifts
- _____ Daily check of the trash cans outside of the window.
- _____ Cleans all the different type of containers.

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