

**Employee Evaluation Form**

**Food Service Personnel**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_ Reviewed by: \_\_\_\_\_

**Purposes of this Employee Evaluation:**

To determine strengths and weaknesses and to outline and agree upon a practical improvement program. Periodically reviewed, these evaluations will provide a history of development and progress. Together with the period of employment, these evaluations support merit increases in wages.

**Instructions:**

Listed below are a number of traits, abilities and characteristics that are important for success. Using the rating scale below, circle the number which most nearly describes the person being rated for each item evaluated (if this form is being used for self-evaluation, you will be describing yourself).

*Carefully evaluate each of the qualities separately.*

Avoid common errors in rating.

1. A tendency is to rate nearly everyone as "average" on every trait instead of being more critical in judgment. Use the ends of the scale as well as the middle to avoid this error.
2. The "halo effect," is a tendency to rate the same individual "excellent" on every trait or "poor" on every trait based on the overall picture one has of the person being rated. However, each person has strong points and weak points and these should be identified on the rating scale.

**RATING SCALE:**

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Needs Improvement
- 1 - Unsatisfactory
- N/A - not applicable

**1. COMMUNICATION SKILLS**

- |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|
| a). Ability to express clearly                                |   |   |   |   |   |   |   |   |   |   |
| b). Ability in written communication                          |   |   |   |   |   |   |   |   |   |   |
| c). Listens carefully, acknowledges and understands message   | 1 | 2 | 3 | 4 | 5 |   |   |   |   |   |
| d). Able to explain menu without being mechanical             |   |   |   |   |   | 1 | 2 | 3 | 4 | 5 |
| e). Able to respond tactfully when difficult situations occur | 1 | 2 | 3 | 4 | 5 |   |   |   |   |   |
| f). Able to use suggestive techniques without being forceful  |   |   |   |   |   | 1 | 2 | 3 | 4 | 5 |

**2. GUIDELINE KNOWLEDGE**

- |   |  |  |  |  |  |   |   |   |   |   |
|---|--|--|--|--|--|---|---|---|---|---|
| a). Menu knowledge and pricing                |  |  |  |  |  | 1 | 2 | 3 | 4 | 5 |
| b). Understand how menu is basically prepared |  |  |  |  |  | 1 | 2 | 3 | 4 | 5 |
| c). Able to identify quality of menu items    |  |  |  |  |  | 1 | 2 | 3 | 4 | 5 |
| d). Garnish and plate presentation            |  |  |  |  |  | 1 | 2 | 3 | 4 | 5 |

3. ABILITY AND WORK SKILLS

- a). Effective in completing all customer service procedures 1 2 3 4 5
- b). Able to service section with minimum of steps 1 2 3 4 5
- c). Quality of work - ability to meet quality standards 1 2 3 4 5
- d). Quality of work - good volume of work with few errors 1 2 3 4 5
- e). Equipment knowledge - use, safety and maintenance 1 2 3 4 5

4. PERSONAL AND SOCIAL ATTRIBUTES

- a). Cooperative - willingness to work with co-workers 1 2 3 4 5
- b). Judgment - acts reasonably according to situation 1 2 3 4 5
- c). Poise and self-confidence appropriate to the position 1 2 3 4 5
- d). Appearance - appropriately dressed and groomed 1 2 3 4 5
- e). Adaptability - able to adjust to new situations 1 2 3 4 5
- f). Personal hygiene 1 2 3 4 5
- g). Personality - behaviour characteristics suited to position 1 2 3 4 5
- h). Courtesy - consideration to others 1 2 3 4 5

5. WORK QUALITY AND HABITS

- a). Prepares and checks section and service area completely 1 2 3 4 5
- b). Checks for daily specials at start of service 1 2 3 4 5
- c). Application to job - works consistently and diligently 1 2 3 4 5
- d). Maintains a clean work area 1 2 3 4 5
- e). Initiative - completes assigned duties, makes use of time 1 2 3 4 5
- f). Accuracy - follows guidelines, clean up list 1 2 3 4 5
- g). Alertness - ability to grasp instructions 1 2 3 4 5
- h). Physical energy - work with moderate fatigue 1 2 3 4 5
- i). Works well under pressure 1 2 3 4 5

6. ATTITUDE

- a). Towards public - courteous and friendly service 1 2 3 4 5
- b). Good PR towards customers 1 2 3 4 5
- c). Towards customers 1 2 3 4 5
- d). Towards management 1 2 3 4 5
- e). Towards job - shows interest and enthusiasm 1 2 3 4 5
- f). Willingness to follow directions, rules and regulations 1 2 3 4 5
- g). Willingness to accept criticism 1 2 3 4 5
- h). Drive - desire to attain goals, to achieve 1 2 3 4 5

7. ACCOUNTABILITY

- a). Dependable - attendance (Days absent: \_\_\_\_\_ days) 1 2 3 4 5
- b). Punctual - (Days late: \_\_\_\_\_ days) 1 2 3 4 5
- c). Reliability - shows dedication to work 1 2 3 4 5
- d). Responsible - works with minimal supervision 1 2 3 4 5

8. CREATIVITY

- a). Gets involved with Front House decorating 1 2 3 4 5
- b). Talent for finding better ways to do things 1 2 3 4 5

9. OVERALL EVALUATION

1 2 3 4 5

10. COMMENTS

Major Strong Points are:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

and these can be used more effectively by doing the following:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Major Weak Points are:

1. \_\_\_\_\_
2. \_\_\_\_\_

and these can be improved by doing the following:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

A copy of this Report has been discussed and given to me.

\_\_\_\_\_

Date

\_\_\_\_\_

Employee's Signature