

BEVERAGE SERVER ASSESSMENT INDEX

Server Interactions and Guest Service:	Server smiles, makes eye contact, greets and engages external and internal guests with an overall positive outward appearance.
Team Member Attentiveness:	Server is allowing for purposeful interactions by gaining guests attention and allowing time for ordering.
Server pro-active service:	Server carries/has extra items available such as matches, water and drinks for immediate guest service.
Section Awareness and Cleanliness:	Server is practicing Full Tray In/Full Tray Out, and maintains cleanliness of the section by collecting glasses, collecting trash and replacing/cleaning ashtrays.
Server Adherence to Appearance Standards:	Servers attention and adherence to department appearance standards such as hair being groomed, make-up being appropriate, stockings are neat and without holes or runs, etc.
Timeliness of service:	Server is completing the service transaction within a 15 minute round time.
Order Process:	Server is using their Micros card to open tickets, drink orders are being called correctly, and they are not lingering in the service well/bar.
Additional Duties and Expectations:	Server is completing their additional duties such as wash and put away glasses, cleaning coffee machines, etc. within their assigned shift.
Promotions and Property Information:	Servers knowledge and location of Special Events/Promotions and specific property information that would be value added to the guest experience.

SCORING RANGE

0	= Expectations not demonstrated or modeled.
1	= Inconsistently demonstrated behaviors and/or the standards were partially modeled.
2	= Consistently and fully demonstrated all of the required behaviors.

Did team member demonstrate required behaviors? To what degree?

PERCENTAGE RANGE

14 - 18 pts	Meets or exceeds expectations.
9 - 13 pts	Improvement needed. Coaching with development opportunities. Reassessment to follow.
Less than 8 pts	Unsatisfactory performance. Coaching with progressive discipline along with reassessment to follow.