

Item Evaluated	Possible PTS.	Pts. Scored	Comments
<b>APPEARANCE/TABLE SET UP</b>			
Clean Uniform	10		
Personal Appearance	10		
Table and Chair Setup	10		
Tablecloth	10		
2 Napkin Folds	20		
Proper Handling of Glassware /Flatware	20		
Proper Placement of Glassware /Flatware	20		
<b>HOST/GREETING</b>			
Warm and Friendly Greeting	10		
Question of reservation and Number in Party	10		
Properly Seats guests	10		
Proper Menu Presentation	10		
Cheerful Departure	10		
<b>SERVICE Part 1</b>			
Introduction	20		
Use Appropriate volume/tone	20		

Water Service	20		
Describe specials	25		
Upselling	25		
Drink Orders Taken	20		
<b>Service Part 2</b>			
Drink Order Served	20		
Meal Order Taken	20		
Deliver Food In order	25		
Serve from Left Take from the Right	20		
Each Course removed before next is served	20		
Table Preset before each course	20		
Check with Customer	20		
Clear Table of unnecessary items	10		
Offer Dessert /Coffee	20		
Preset Dessert Flatware	10		
Deliver Dessert/Coffee	20		
Present Check	20		
Check is legible and correct	20		
Thanks Customer	20		

Finish Clearing Table	10		
Total Possible Service Points`	555		
Resume	0 or -50		
Total Possible	555		