



RESTAURANT SERVER SKILLS VALIDATION FORM

NAME: _____ POSITION: _____

DIRECTIONS FOR SKILL MENTOR: For each of the numbered items below, rate the employee's degree of competency. The rating for each task should reflect actual job performance.

PART I: WORK HABITS

RATING SCALE: A = Acceptable—meets property standards
B = Below standards or not applicable

- | | |
|--|--|
| _____ 1. Shows up for work on time and is prepared to work | _____ 6. Cooperates with others and works well in a team |
| _____ 2. Completes assigned tasks on time | _____ 7. Asks for help when needed |
| _____ 3. Accepts supervision willingly | _____ 8. Follows safety rules and regulations |
| _____ 4. Follows written and oral instructions | _____ 9. Maintains a well-groomed, professional appearance |
| _____ 5. Interacts with others in a courteous and tactful manner | |

PART II: TASK PERFORMANCE

- | | |
|---|--|
| _____ 10. Sets up the restaurant for service | _____ 23. Takes food orders |
| _____ 11. Stocks and maintains side stations | _____ 24. Serves bread and butter |
| _____ 12. Folds napkins | _____ 25. Serves wine or champagne by the bottle |
| _____ 13. Prepares breads and bread baskets or trays | _____ 26. Serves the meal |
| _____ 14. Prepares service trays | _____ 27. Checks back to the table |
| _____ 15. Greets and seats guests | _____ 28. Responds to dissatisfied guests |
| _____ 16. Provides appropriate service for children | _____ 29. Sells after-dinner items |
| _____ 17. Lifts and carries trays/bus tubs/dish racks | _____ 30. Presents the guest check |
| _____ 18. Serves water | _____ 31. Settles guest checks and thanks guests |
| _____ 19. Checks IDs for guests ordering alcohol | _____ 32. Clears and resets tables |
| _____ 20. Takes beverage orders | _____ 33. Takes care of soiled restaurant linens |
| _____ 21. Processes beverage orders | _____ 34. Performs closing sidework |
| _____ 22. Provides hot beverage service | |

RECOMMENDATION: I attest that the above information is true and understand that any misinformation provided may affect the candidacy of the applicant. I recommend this individual for certification and verify that the candidate currently holds the position of restaurant server.

Skill Mentor (or Supervisor): _____ (please print) Skills Certification Director: _____ (please print)

Title: _____ Title: _____

Signature: _____ Date: _____ Signature: _____ Date: _____