



Food & Beverage Server Self Review Checklist

Name: _____

Date of Review: _____

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|--|--|---|--|
| Rating Scale: | | A = Very good – up to standard | |
| | | B = Good – room for some improvement | |
| | | C = Below standard – a key area for me to focus on development | |
| <p>For each task listed, rate your degree of competency based on how well you perform these tasks on the job. The Food & Beverage Server National Occupational Standards may be referenced for further information on each skill listed.</p> <p>Share your results with your immediate supervisor or a peer and seek their opinion to help you prepare and plan on improvements. Once you have mastered all of the skills, please sign the bottom of the <i>Supervisor/Mentor Sign-off and Request for Performance Evaluation Form</i>. After your supervisor has completed the form, please ensure the form, with both signatures, is returned to your local Tourism Human Resource Organization (HRO).</p> | | | |
| | Promotes tourism in the local region | | Prepares for shift |
| | Identifies tourism industries | | Maintains and sets tables |
| | Presents and maintains a positive attitude | | Performs ongoing and closing duties and inventory control |
| | Behaves professionally, e.g. maintains appearance, is ethical | | Uses selling techniques |
| | Uses time effectively | | Knows menu information |
| | Participates in professional development | | Identifies common dietary requests |
| | Resolves guest complaints and concerns | | Suggests wine and food combinations |
| | Responds to difficult situations | | Handles orders including serving tables, handling tableware and carrying trays |
| | Assists guests with special needs | | Prepares glassware |
| | Communicates effectively | | Properly pours wine |
| | Is an effective team member | | Serves coffee and tea |
| | Has basic knowledge of meat, poultry and seafood | | Uses the point-of-sales system |
| | Has basic knowledge of soups and sauces | | Receives guest payments and displays gratuity etiquette |
| | Has basic knowledge of food preparation | | Handles and process payment from guest |
| | Has knowledge of beer storage, styles, and alcohol content categories | | Demonstrates responsible alcohol service |
| | Has knowledge of wine and sparkling wine including types, sweetness, countries of production, label information, storage and serving temperature | | Observes food and beverage sanitation policies and safety policies |
| | Has knowledge of spirits, aperitifs, liqueurs and beverage garnishes | | Adheres to Workplace Hazardous Materials Information System |
| | Identifies tableware | | Observes safe practices regarding workplace traffic, lifting objects and electricity |
| | Identifies bar tools and equipment | | Complies with operation legislation and co-operates with inspectors |



Food and Beverage Server Performance Evaluation Information

Skills in Evaluation

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|--|
| A1.5 Promote Local Area, Region, Province/Territory, and Country |
| B2.1 Behave in Professional Manner |
| B2.2 Use Time Effectively |
| B2.4 Adhere to Etiquette of Professional Service |
| B3.3 Resolve Guest Complaints or Concerns |
| C1.1 Listen Effectively |
| C1.3 Use Effective Verbal Communication |
| F2.1 Set Tables |
| G1.2 Use Selling Techniques |
| G2.1 Serve Tables |
| G2.2 Handle Tableware |
| G2.3 Carry Trays |
| H2.2 Present and Open Still Wine |
| H2.4 Pour Wine |



Review Checklist for Food & Beverage Server Supervisor/Mentor Sign-off & Request for Performance Evaluation

Candidate's Name: _____ Date of Review: _____

| Rating Scale: | | A = Very good – up to standard | |
|--|--|--|--|
| | | B = Good – room for some improvement | |
| | | C = Below standard – a key area for me to focus on development | |
| For each task listed, rate the candidate's degree of competency based on how well s/he performs these tasks on the job. The Food & Beverage Server National Occupational Standards may be referenced for further information on each skill listed. | | | |
| | Promotes tourism in the local region | | Prepares for shift |
| | Identifies tourism industries | | Maintains and sets tables |
| | Presents and maintains a positive attitude | | Performs ongoing and closing duties and inventory control |
| | Behaves professionally, e.g. maintains appearance, is ethical | | Uses selling techniques |
| | Uses time effectively | | Knows menu information |
| | Participates in professional development | | Identifies common dietary requests |
| | Resolves guest complaints and concerns | | Suggests wine and food combinations |
| | Responds to difficult situations | | Handles orders including serving tables, handling tableware and carrying trays |
| | Assists guests with special needs | | Prepares glassware |
| | Communicates effectively | | Properly pours wine |
| | Is an effective team member | | Serves coffee and tea |
| | Has basic knowledge of meat, poultry and seafood | | Uses the point-of-sales system |
| | Has basic knowledge of soups and sauces | | Receives guest payments and displays gratuity etiquette |
| | Has basic knowledge of food preparation | | Handles and process payment from guest |
| | Has knowledge of beer storage, styles, and alcohol content categories | | Demonstrates responsible alcohol service |
| | Has knowledge of wine and sparkling wine including types, sweetness, countries of production, label information, storage and serving temperature | | Observes food and beverage sanitation policies and safety policies |
| | Has knowledge of spirits, aperitifs, liqueurs and beverage garnishes | | Adheres to Workplace Hazardous Materials Information System |
| | Identifies tableware | | Observes safe practices regarding workplace traffic, lifting objects and electricity |
| | Identifies bar tools and equipment | | Complies with operation legislation and co-operates with inspectors |

Supervisor/Mentor Sign-off and Recommendation

I attest that the above information is true and is an accurate reflection of the Candidate's level of competency and that they are sufficiently prepared and ready for the Performance Evaluation component of Certification.

| | | | |
|---|--|------------|--|
| Supervisor/Mentor Name: (Please print) | | | |
| Title: | | Signature: | |

Candidate Sign-Off

I have met the 500 hours work experience requirement and am ready for the Performance Evaluation component of Certification.

| | | | |
|----------------------|--|-------|--|
| Candidate Signature: | | Date: | |
|----------------------|--|-------|--|