# WAITSTAFF SELF-ASSESSMENT SHEET

Staff Personal Checklist & Service Review Form — Part 1

**Staff Name:** _____

**Date:** ____/____/20__ **Shift:** [ ] Morning [ ] Evening

**My Rating Scale:** 1 Bad / Need Help | 2 Needs Practice | 3 Good / Meets Standard | 4 Very Good | 5 Perfect / Role Model

| SERVICE AREA & TASKS | WHAT WE EXPECT (SIMPLE GUIDELINES) | MY SCORE (1–5) |
|---|---|---|
| **1. Clothes & Cleanliness** | | |
| **Uniform & Shoes**<br>Clean clothes & polished shoes | Wear a clean, ironed uniform. Wear clean, polished shoes. Look tidy. | |
| **Personal Hygiene**<br>Hair, hands, and nails | Neat hair, clean hands, and clean fingernails. Arrive on time and ready to work. | |
| **2. Before Opening (Preparation)** | | |
| **Tables & Station Setup**<br>Cleaning & organizing area | Clean chairs and tables. Put everything in the right place before guests come. | |
| **Glasses & Cutlery**<br>Polishing & napkin folding | Polish glasses and metal cutlery. Fold napkins neatly. Make it look perfect. | |
| **3. Menu & Local Food Knowledge** | | |
| **Food & Drinks Menu**<br>Ingredients, taste & pairings | Know all food, ingredients, and tastes. Know wines, beers, coffee, and tea. | |
| **Local Farmers & Diets**<br>Fresh food & food allergies | Tell guests about local fresh food. Know about allergies and vegetarian food. | |

# WAITSTAFF SELF-ASSESSMENT SHEET

Staff Personal Checklist & Service Review Form — Part 2

**My Rating Scale:** 1 Bad / Need Help | 2 Needs Practice | 3 Good / Meets Standard | 4 Very Good | 5 Perfect / Role Model

| SERVICE AREA & TASKS | WHAT WE EXPECT (SIMPLE GUIDELINES) | MY SCORE (1–5) |
|---|---|---|
| **4. Serving & Talking to Guests** | | |
| **Greeting & Posture**<br>Welcoming guests politely | Smile warmly. Stand straight and look confident. Look at guests when speaking. | |
| **Taking Orders**<br>Writing & repeating orders | Listen carefully. Write down the order and repeat it back. Tell kitchen about allergies. | |
| **Table Service & Problems**<br>Refills & fixing mistakes | Serve food correctly. Offer more drinks. If guest is unhappy, stay calm, apologize, and ask manager for help. | |
| **5. Teamwork & Closing** | | |
| **Teamwork & Environment**<br>Helping peers & saving resources | Help your team. Do not waste food or water. Keep guest information private. | |
| **Goodbye & Handover**<br>Bills & resetting station | Check bills carefully. Thank guests when they leave. Prepare area for next team. | |

**Personal Notes / Things I Want to Improve Today:**

**My Total Score (Out of 55):** _____

**My Self-Rating:** [ 1 ] [ 2 ] [ 3 ] [ 4 ] [ 5 ]