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**SAMPLE TEMPLATE: Bartender Performance Evaluation**

Review all staff member’s performance on a monthly or quarterly basis. Check the boxes where a high level of compliance exists, leaving others unchecked where further development is required.

# **PERSONAL EVALUATION AREA**

**Presentation:** Immaculate presentation whenever on duty

* Correct uniform
* Neat hair
* Clean shoes
* Clean clothing
* Good personal hygiene

**Personality:** Makes work a fun place to be for staff and customers alike

* Enthusiastic about their work
* Good sense of humor
* Good conversationalist
* Strives to make others happy
* Has fun at work

**Teamwork:** Works well with others and directs activity

* Helps other staff
* Sets team up for success
* Utilizes others to get the job done
* Well-liked amongst staff
* Promotes camaraderie

**Attitude:** Positive disposition displayed at all times — especially when busy

* Great demeanor
* Patient with guests and colleagues
* Empathetic to others' needs
* Offers help when needed
* Flexible in job/role

**Preparation:** Arrives early and is well-organized for each shift

* Always at least 5 minutes early
* Brings any needed tools and supplies to work
* The bar is set up and closed correctly each shift
* All condiments are stocked to par and replenished when empty
* Fridges and shelves are filled for the next service

# **JOB SKILLS & KNOWLEDGE AREA**

**Bar Cleanliness:** A high standard of bar presentation at all times

* The bar area is clean and dry
* Floor areas clear of debris
* Front of house areas wiped & set
* The back bar and shelves are clean and tidy
* Fridges and other equipment is clean and wiped

**Bar Skills:** Displays a high level of competence in preparing drinks

* Correct pouring technique
* Practices good hygiene
* Uses correct cocktail mixing methods
* Multitasks when working
* Cleans as they work

**Sales Ability:** Actively adds value to guests' experience by suggesting options

* Tailors drinks to order
* Frequently recommends food and/or cocktails
* Moves customers towards high-margin products when applicable
* Invites guests to upcoming events/promotes the bar
* Has a loyal following/returning patrons

**Product knowledge:** Thorough knowledge of all products and services available on premises

* Detailed understanding and communication of food menu items
* Detailed understanding and communication of cocktails/house cocktails
* Detailed understanding and communication of spirits, liqueurs, wine and beer
* Detailed understanding and communication of bartending techniques
* Detailed understanding and communication of preparation and presentation

**Product Presentation:** Produces drinks of a consistently high quality

* Mixed spirits
* Draught beer
* Classic and house cocktails
* Wine & Champagne
* Other