OVERALL EVALUATION

Consider all you know about the employee's job performance. Then use the following scale to evaluate the overall proficiency of the employee in meeting performance expectations. Check the level that best describes the employee's overall performance.

☐ **Exceptional:**
Consistently exceeds the performance standards for the job. Requires little or no supervision; is sought out as an expert for troubleshooting problems or for training purposes; handles routine and unexpected jobs equally well; extends help to to other parts of the hotel.

☐ **Highly sussessful:**
Usually exceeds the performance standards for the job; handles expected and much of the unexpected well with very limited supervision; is knowledge and skillful about their dutied and can teach others; takes personal responsibility for continual skill enhancement.

☐ **Successful:**
Satisfactorily meets the performance standards for the job. handles expected and some of the unexpected well and does so with a normal degree of supervision; has knowledge in area and can teach fundamentals to others; can continue to develop with additional coaching, advanced training or experience.

☐ **Needs Improvement:**
Performance does not consistently meet the performance standards for the job; demonstrates some performance deficiences or inconsistencies; can improve with additional basic training, coaching or experience.

☐ **Unacceptable:**
Performance is clearly deficient and improvement has not been noted; improvement iscrequired; additional follow-up will be needed.

☐ **Not Applicable:**
To early to evaluate; unable to evaluate.

DEVELOPMENT PLAN

If the employee's performance is either "needs improvement" or "unacceptable," a development plan is required; otherwise it is optional. The plan should include activities and training programs, as well as expected completion dates and methods for evaluating the improved or new skills.

Acknowledge of Probation/Year End discussion:

Employee Signature

Supervisor Signature

General Manager's Signature

PERFORMANCE PLANNING AND EVALUATION

BREAKFAST HOST/HOSTESS

JOB SUMMARY

The breakfast host/hostess is responsible for preparing and delivering the daily complimentary breakfast for hotel guests. Essential job functions include: taking inventory of food, beverages and supplies needed for each day; ordering or purchasing food supplies; preparing food such as cut fruit, coffee, and juices from concentrates; stocking coffee; juice, and milk machines or dispensers; arranging serving dishes/ trays, utensils, cups, and other paper products; setting out/ arranging cold food such a sweet rolls, muffins, and cereal for self service; picking up or cleaning tables as they are vacated; wiping up spills; removing trash; re-stocking self-service food and supplies as needed; washing serving equipment and returning it to storage; returning reusable food supplies to storage; responding to guest needs or requests; meeting hotel standards for guest service and work habits; and other duties as assigned.

Property:

Employee name:

SSN:

Supervisor's Name:

Date:

GENERAL INSTRUCTIONS

Please complete all sections of this evaluation form that apply to the employee's position. Fill in the General Information section first, then evaluate the employee on each job function as described in each performance standard. If you are unable to evaluate any aspect of the employee's performance at this time, leave that part luation of the employee's performance, discuss your rating with the employee. record any development plans that are appropriate and obtain the necessary acknowledgement signatures.

PERFORMANCE STANDARDS

Please mark all statements below which accurately describe the typical performance of the employee on a day-to-day basis. Count and record the total number of marks for each performance standard.

Food Preparation/Sanitation

☐ Maintains adequate inventories of food, beverage, and paper supplies on hand
☐ Sets out adequate supplies of food, drinks, utensils, etc. throughout the breakfast period
☐ Minimixes waste and spoilage by following inventory control and rotation procedure
☐ Receives compliments from guests on the quality of the food and drink and informs management
☐ Uses only fresh food which is not contaminated, outdated or spoiled
☐ Receives compliments from guests on the attractiveness of the food and drink display and informs management
☐ Follows an eficient system for organizing supplies
☐ Inspects glassware for damage and does not use such glassware
☐ Follows an efficient system for clearing and cleaning eating areas throughout the breakfast vicinity and lobby areas
☐ Maintains clean serving areas at all times
☐ Returns reusable food to storage

TOTAL		
	10-11	highly successful
	8-9	successful
	5-7	below expectations
	0-4	needs immediate improvement

Guest Satisfaction

☐ Greets and smiles at guests
☐ Greets regular guests by name
☐ Speaks or acknowledge guests waiting for service
☐ Explains the hotel's special amenities to guests
☐ Explains the continental breakfast service to guests
☐ Stays calm when guests become upset
☐ Never sounds rushed or too busy for guests
☐ Anticipates guests' needs for special service or attention
☐ Tactfully explains hotel policy to guests
☐ Remains patient even with the most demanding guest
☐ Never displays anger in front of guests
☐ Explains why guest requests cannot be satisfied
☐ Recognizeswhen guests are not satisfied with their breakfast and reports to management
☐ Can answer guest questions about the food been served
☐ Tours the serving and seating areas to insure guests' needs are been satisfied

TOTAL		
	14-15	highly successful
	10-13	successful
	7- 9	below expectations
	0- 6	needs immediate improvement

Work Habits

☐ Has no unexcused absences
☐ Gives advance notice when absence is anticipated
☐ Is prompt in reporting to work
☐ Is prompt in returning from breaks
☐ Wears clothing appropriate for the position
☐ Personal appearance (hair, makeup, etc) appropriate for the position
☐ Personal hygiene or cleanliness is appropriate for the position
☐ Follows safety and security procedures (e.g. key control, fire alerts, back belts, appropriate shoes, etc)
☐ Work at a rate sufficient to keep pace with job demands
☐ Accepts work assigments without complaints
☐ Helps co-workers with their job duties as needed
☐ Seeks out work assignments rather than wait for a manager's direction

TOTAL		
	11-12	highly successful
	9-10	successful
	7- 8	below expectations
	0- 6	needs immediate improvement