

Name(s) \_\_\_\_\_

School \_\_\_\_\_ Region \_\_\_\_\_ Sub-region \_\_\_\_\_

### DINING ROOM ATTENDANT RUBRIC

**Instructions:** If applicable, check the indicators demonstrated by the student. Circle the score that best describes the level of the performance for each criterion. Write positive, constructive comments to help participants identify their strengths and areas for improvements.

<b>SELF INTRODUCTION</b>				<b>SCORE</b>
<input type="checkbox"/> States name <span style="margin-left: 200px;"><input type="checkbox"/> Maintains eye contact</span> <span style="margin-left: 200px;"><input type="checkbox"/> Uses appropriate voice level for the restaurant atmosphere</span> <input type="checkbox"/> Speaks clearly				
Does not attempt self introduction.	Attempts introduction and/or exhibits <b>1 or fewer indicators.</b>	Introduction lacks confidence and/or exhibits <b>2-3 indicators.</b>	Confident, clear self introduction exhibiting all <b>4 indicators.</b>	<b>Comments:</b>
<b>SCORE 0</b>	<b>SCORE 1 2 3</b>	<b>SCORE 4</b>	<b>SCORE 5</b>	
<b>PROFESSIONAL APPEARANCE/ATTIRE/GROOMING</b>				
<input type="checkbox"/> Spotless, pressed, uniform acceptable to commercial food service <span style="margin-left: 200px;"><input type="checkbox"/> Hair is controlled, clean and away from face</span> <input type="checkbox"/> Uniform is appropriately sized to body <span style="margin-left: 200px;"><input type="checkbox"/> Clean nails, short nail length and no nail polish</span> <input type="checkbox"/> Shoes are clean and safe <span style="margin-left: 200px;"><input type="checkbox"/> Light makeup or no makeup</span> <input type="checkbox"/> No jewelry <span style="margin-left: 200px;"><input type="checkbox"/> Body is free from odors and strong fragrance</span>				
Non-professional appearance, attire and/or grooming and/or exhibits <b>4 or fewer indicators.</b>	Neat appearance, attire, and grooming but lacks polish and/or exhibits <b>5-6 indicators.</b>	Professional appearance, attire, and grooming exhibiting <b>7-8 indicators.</b>	<b>Comments:</b>	
<b>SCORE 1 2 3</b>	<b>SCORE 4</b>	<b>SCORE 5</b>		
<b>TABLE BUSSING **</b>				
<u>PRE-BUSSING:</u> (With guests present)		<u>AFTER GUESTS LEAVE THE TABLE:</u>		
<input type="checkbox"/> Removes dinner plate, both fork and knife from right side of guests		<input type="checkbox"/> Efficiently and quietly removes glass, cup and saucer and spoon from the most convenient location. <input type="checkbox"/> All chairs are crumbed quickly and quietly with provided cloth towel without leaving debris on chairs or floor <input type="checkbox"/> Chairs are replaced in appropriate positions		
Fails to complete pre-bussing.	Bussing skills lack needed quickness and efficiency for food service business and/or exhibits <b>1 or fewer indicators.</b>	Bussing skills need improvement and/or exhibits <b>2-3 indicators.</b>	Bussing is completed quickly, quietly and efficiently exhibiting all <b>4 indicators.</b>	<b>Comments:</b>
<b>SCORE 0</b>	<b>SCORE 1 2 3 4 5 6 7 8 9 10</b>	<b>SCORE 11 12 13</b>	<b>SCORE 14 15</b>	

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DEMONSTRATES COURTESY TO DEPARTING GUESTS					SCORE
<input type="checkbox"/> Communicates as guests depart from table <input type="checkbox"/> Communication is polite and appropriate		<input type="checkbox"/> Student thanks guests and/or offers to pull out chair for departing guests			
Fails to communicate with guests.  <b>SCORE 0</b>	Communicates with rude responses and/or exhibits <b>1 or fewer indicators.</b>  <b>SCORE 1 2 3</b>	Only communicates with guests when spoken to and/or exhibits <b>2 indicators.</b>  <b>SCORE 4</b>	Clearly and confidently communicates with guest exhibiting <b>all 3 indicators.</b>  <b>SCORE 5</b>	<b>Comments:</b>  <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	
REMOVING AND REPLACING LINENS AND PLACING CENTER ITEMS ***					
<input type="checkbox"/> Removes soiled linens without touching floor <input type="checkbox"/> Removes linens without getting crumbs on floor <input type="checkbox"/> Transfers center items <input type="checkbox"/> Places dirty linens in appropriate container <input type="checkbox"/> Sanitizes hands with dry hand sanitizer		<input type="checkbox"/> Replace with clean linen placed with rough seam edges facing the underside of the table and hanging evenly <input type="checkbox"/> Decoratively folded napkins are placed on table where it is appropriate and convenient for guest <input type="checkbox"/> Center items are arranged on the table so as to create balance			
Linens are not removed or replaced.  <b>SCORE 0</b>	Removal and replacement lacks necessary skills needed for food service industry and/or exhibits <b>4 or fewer indicators.</b>  <b>SCORE 1 2 3 4 5</b> <b>6 7 8 9 10</b>	Removal and replacement completed but need improvement to be successful in the food service business and/or exhibits <b>5-6 indicators.</b>  <b>SCORE 11 12 13</b>	Removal and replacement is efficient and accurate with minimum movement while exhibiting <b>7-8 indicators.</b>  <b>SCORE 14 15</b>	<b>Comments:</b>  <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	
FLATWARE					
<input type="checkbox"/> Flatware (dinner fork, salad fork, dinner knife and teaspoon) are clean and polished <input type="checkbox"/> Handles flatware at its "waist" <input type="checkbox"/> Places on table in appropriate position for guests according to illustration		<input type="checkbox"/> Aligns flatware neatly and geometrically <input type="checkbox"/> Covers placed so that they face each other across the table and should be opposite its mirror image			
Fails to place flatware.  <b>SCORE 0</b>	Placement and handling does not meet industry standards and/or exhibits <b>2 or fewer indicators.</b>  <b>SCORE 1 2 3 4 5 6</b>	Flatware is placed on the table but placement and handling needs improvement and/or exhibits <b>3 - 4 indicators.</b>  <b>SCORE 7 8</b>	Flatware is efficiently and accurately placed exhibiting all <b>5 indicators.</b>  <b>SCORE 9 10</b>	<b>Comments:</b>  <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	

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GLASSWARE				SCORE
<p>Fails to attempt to place glassware and dinnerware.</p> <p><b>SCORE 0</b></p>	<p>Placement and handling does not meet industry standards and/or some pieces are not placed on the table.</p> <p><b>SCORE 1 2 3 4 5 6</b></p>	<p>Clean glassware and dinnerware are placed on the table but placement and handling needs improvement.</p> <p><b>SCORE 7 8</b></p>	<p>Clean glassware and dinnerware (coffee cup and saucer and bread and butter plate) are efficiently and accurately placed according to the illustrations.</p> <p><b>SCORE 9 10</b></p>	<p>Comments:</p>
<p><b>SERVICE TRAY AND TRAY JACK USAGE</b></p> <p><input type="checkbox"/> Service tray is loaded with all necessary items and is within safe weight range to carry</p> <p><input type="checkbox"/> Tray is balanced when student lifts to carry</p> <p><input type="checkbox"/> Items are safely arranged so as to prevent breakage</p> <p><input type="checkbox"/> Tray jack is fully extended</p> <p><input type="checkbox"/> Tray jack is placed on an even and flat surface</p> <p><input type="checkbox"/> Service tray is centered on the tray jack so as not to tip over</p>				
<p>Service tray and/or tray jack is not used or not safely used.</p> <p><b>SCORE 0</b></p>	<p>Use of service tray and tray jack needs improvement to be used in food service business and/or exhibits <b>2 or fewer indicators.</b></p> <p><b>SCORE 1 2 3 4 5 6</b></p>	<p>Service tray and/or tray jack is not efficiently used and/or exhibiting <b>3-4 indicators.</b></p> <p><b>SCORE 7 8</b></p>	<p>Service tray and tray jack are efficiently and safely used and exhibits <b>5-6 indicators.</b></p> <p><b>SCORE 9 10</b></p>	<p>Comments:</p>
<p><b>USE OF TIME AND MOTION MANAGEMENT *</b></p>				
<p>Excessive waste of time hinders the completion of the event.</p> <p><b>SCORE 0</b></p>	<p>Wastes time and steps during the tasks and/or ran over time limit.</p> <p><b>SCORE 1 2 3 4 5 6 7 8 9 10</b></p>	<p>Time and motion management needs improvement (inefficient use of hands and moves) to efficiently complete the task.</p> <p><b>SCORE 11 12 13</b></p>	<p>Efficient use of both hands with minimum wasted moves to complete the tasks within the time limit or with time to spare.</p> <p><b>SCORE 14 15</b></p>	<p>Comments:</p>
<p><b>DEMONSTRATES KNOWLEDGE</b></p>				
<p>Fails to answer questions.</p> <p><b>SCORE 0</b></p>	<p>Able to answer some questions from study list correctly.</p> <p><b>SCORE 1 2 - 3 4 5 6</b></p>	<p>Able to answer most questions from study list correctly.</p> <p><b>SCORE 7 8</b></p>	<p>Able to answer all questions from and beyond study list correctly, concisely and confidently.</p> <p><b>SCORE 9 10</b></p>	<p>Comments:</p>

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### TALLY SHEET

<b>Regional/State Rating</b>	PAGE 1 TOTAL _____	Total (Evaluators please initial after rating) _____
<b>3 STAR Rating      90 -100 pts.</b>	PAGE 2 TOTAL _____	Verification of Total Scores (Please Initial) _____
<b>2 STAR Rating      70 - 89 pts.</b>	PAGE 3 TOTAL _____	Room Consultant (Event Chairperson) _____
<b>1 STAR Rating      1 - 69 pts</b>		Lead Consultant (Tally Room) _____
	<b>EVENT TOTAL</b> _____	Final Verification _____

\* First Tiebreaker    \*\* Second Tiebreaker    \*\*\* Third Tiebreaker    (for tiebreaker use total score for criteria)