

SERVING UP SUCCESS

Rubric

Field Observation/Interview							Points
Conducted Field Interview; Understands the Scope of the Food and Beverage Industry and Knows What it Takes to be Successful 0-5 points	0 No evidence of field interview or understanding of the food and beverage industry	1.....2 3 Partially completed field interview; some understanding of the food and beverage industry	4 5 Field interview conducted; received signatures of evidence showing an understanding of the food and beverage industry				
5 Hours of Job Shadowing with Documentation 0-5 points	0 1 No evidence of job shadowing with no documentation	2 3 Completed portion of the job shadowing; signatures are evidence; some grammatical and spelling errors	4 5 Successful completion of job shadowing and have documentation from supervisor; correct spelling, grammar and punctuation; all questions answered				
Response to Situation Cards 0-5 points	0 1 Answer to the response not appropriate	2 3 Answered response card; not too much depth	4 5 Responded to the situation cards in an effective way and in depth to positively respond to the situation				
Planning and Time Management							Points
Organization 0-10 points	0 1 Work station not clean or organized	2 3 Few signs of work station organized or clean	4 5 Some signs of organization and cleanliness	6 7 Work station organized with moderate cleanliness	8 9 Work station well organized and clean	10 Work station extremely well organized and clean	
Attire 0-10 points	0 1 Improper attire, shoes, and hair cover not worn;	2 3 Few signs of neatness and professionalism; some clothing not proper	4 5 Some signs of neatness and professionalism; all clothing not proper	6 7 Attire, shoes and hair cover worn; with moderate signs of professionalism and neatness	8 9 Proper attire, shoes and hair cover worn, neat and professional	10 Extremely neat with professional attire, proper shoes and hair restraint	
Table Setting 0-10 points	0 1 Table is not set correctly	2 3 Attempts seen to set table although some errors occur	4 5 Table set with some small changes	6-7 Table setting meets standards	8 9 Table setting appropriate and correct for the meal	10 Table setting above expectations	
Seating, Communication Skills 0-10 points	0 1 Guests not properly greeted or seated; proper grammar and pronunciation not used	2 3 Guests were seated in acceptable manner; communication skills and language needs improving	4 5 Guests were seated properly using moderate communication skills	6 7 Guests were properly seated using adequate communication skills	8 9 Guests were seated properly using good communication skills	10 Guests were seated in an excellent manner using excellent communication skills	
Table/Order/Serving 0-10 points	0 1 Food and beverage orders not taken correctly; food not served correctly or elegantly	2 3 Food and beverage orders not accurate; some effort made to serve food correctly	4 5 Food and beverage order taken with order served correctly	6 7 Food and beverage orders accurate with food served correctly	8 9 Food and beverage orders taken correctly; food served correctly	10 Food and beverage orders taken in professional manner; food served correctly and elegantly	

Time Management 0-10 points	0-1 Never showed any signs of time management	2 3 Some effort using time management skills	4 5 Signs of using time management skills	6 7 Effort shown is using time management skills effectively	8 9 Used time management to effectively complete task	10 Expertly followed time management plan	
Safety and Sanitation 0-10 points	0 1 No signs of proper health, safety and sanitation precautions used	2 3 Some signs of proper health, safety and sanitation precautions used	4 5 Minimal use of proper health, safety and sanitation	6 7 Some use of proper health, safety and sanitation	8 9 Proper health, safety and sanitation precautions used	10 Proper health, safety and sanitation precautions used beyond requirements	
Check Preparation and Delivery 0-10 points	0 1 Check not presented in timely fashion; gratuity and tax not prepared correctly	1 2 3 Check presented, Although not without request, error in bill	4 5 6 7 Checked presented in timely fashion with no major errors	8 9 10 Check presented in timely fashion with no errors; customer very pleased with service			
Knowledge of Food and Beverage Industry 0-5 points	0 1 Demonstrated no knowledge of the food and beverage industry	2 3 Demonstrated some knowledge of food and beverage industry.	4 5 Demonstrated excellent knowledge of food and beverage industry.				

Reason for point deduction _____

SUBTOTAL	
Point deductions from one judge's rubrics	
GRAND TOTAL	

Comments:

Verification of total scores (please initial)

Judge

Event Chair

Tally Room