

### Rubric for Service Skills

Task Description: Students will role-play service skills as a host and server.				
Criteria	weight	Level 3	Level 2	Level 1
<b>Host</b>	25%	<input type="checkbox"/> Greets customer with eye contact <input type="checkbox"/> Makes small conversation <input type="checkbox"/> Escorts customer to table and pulls chair for female guest <input type="checkbox"/> Presents food menu correctly	<input type="checkbox"/> Greets customer with little or no eye contact <input type="checkbox"/> Some conversation <input type="checkbox"/> Escorts customer to table <input type="checkbox"/> Presents food menu	<input type="checkbox"/> Does not greet customer <input type="checkbox"/> No conversation <input type="checkbox"/> Does not escort customer to table <input type="checkbox"/> No food menu is presented
<b>Server</b>	75%	<input type="checkbox"/> Introduces himself/herself with a smile <input type="checkbox"/> Mentions chef's daily special <input type="checkbox"/> Removes extra place settings if necessary <input type="checkbox"/> Takes drink orders correctly <input type="checkbox"/> Upsells menu items <input type="checkbox"/> Serves beverage to the right with right hand <input type="checkbox"/> Meal order is taken and repeated <input type="checkbox"/> Check is written correctly and in sequence <input type="checkbox"/> Delivers food in order <input type="checkbox"/> Serves entrées from left side with left hand <input type="checkbox"/> Clears table from right side with right hand <input type="checkbox"/> Checks with customer and refills beverage <input type="checkbox"/> Crumbs table correctly <input type="checkbox"/> Presents dessert menu correctly <input type="checkbox"/> Upsells coffee and dessert <input type="checkbox"/> Serves dessert correctly <input type="checkbox"/> Presents customer with correct check <input type="checkbox"/> Thanks the customer appropriately <input type="checkbox"/> Clears the table correctly	<input type="checkbox"/> Introduces himself/herself <input type="checkbox"/> Mentions special <input type="checkbox"/> Removes some extra place settings <input type="checkbox"/> Takes drink orders <input type="checkbox"/> Tries to upsell menu items <input type="checkbox"/> Serves beverage to the right with left hand <input type="checkbox"/> Meal order is taken <input type="checkbox"/> Check is written correctly <input type="checkbox"/> Delivers food out of order <input type="checkbox"/> Serves entrées from left with right hand <input type="checkbox"/> Clears table from right with left hand <input type="checkbox"/> Checks with customer but does not refill beverage <input type="checkbox"/> Crumbs table <input type="checkbox"/> Presents dessert menu <input type="checkbox"/> Upsells coffee <input type="checkbox"/> Serves dessert <input type="checkbox"/> Presents customer with check <input type="checkbox"/> Thanks the customer <input type="checkbox"/> Clears the table	<input type="checkbox"/> Does not introduce himself/herself <input type="checkbox"/> Does not mention specials <input type="checkbox"/> Does not remove extra place setting <input type="checkbox"/> Does not take drink orders <input type="checkbox"/> Does not upsell menu items <input type="checkbox"/> Serves beverage from left with left hand <input type="checkbox"/> Meal order is not taken <input type="checkbox"/> No check order is written <input type="checkbox"/> Some food is delivered <input type="checkbox"/> Serves entrées from right with right hand <input type="checkbox"/> Clears table from left with left hand <input type="checkbox"/> Does not check with customer <input type="checkbox"/> Does not crumb table <input type="checkbox"/> Does not present dessert menu <input type="checkbox"/> Does not upsell <input type="checkbox"/> Does not serve dessert <input type="checkbox"/> Presents customer with check that is incorrect <input type="checkbox"/> Does not thank the customer <input type="checkbox"/> Does not clear the table

Assignment Score \_\_\_\_\_ + Beyonders/Bonus \_\_\_\_\_ = Final Score \_\_\_\_\_