

Trainee

Evaluator

Concept / Location

Date

HOW TO RUN THIS EVALUATION The evaluator arrives as a guest and lets the host run the full experience from door to departure. Ask the italic prompts naturally as they come up. Mark YES or NO for each bullet in real time. Do not coach during the observation.

ACT ONE

THE ARRIVAL Door to table

01 Acknowledge the Guest 10 seconds

- Host acknowledged the arriving guest within 10 seconds — eye contact, smile, genuine presence. ☐ YES ☐ NO
- Guest was greeted as if they were expected, whether or not they had a reservation. ☐ YES ☐ NO
- Host asked for the name on the reservation or the guest's name if walking in. ☐ YES ☐ NO

02 Log Special Attention immediately

- If the guest mentions any celebrations, allergies, VIP status, or special requests, these were logged in the system immediately. ☐ YES ☐ NO
- Notes were visible and complete before the party was seated. ☐ YES ☐ NO

03 Manage the Wait when applicable

- Wait time was communicated honestly, warmly, and with a specific estimate — not a vague "it shouldn't be too long." ☐ YES ☐ NO
- Host offered a next step — bar seating, patio, or adding to the waitlist. ☐ YES ☐ NO
- Waitlist was kept current throughout — no guest left wondering their position. ☐ YES ☐ NO
- Host proactively updated waiting guests before they had to ask. ☐ YES ☐ NO
- ▶ *Wait management questions — use one of these:*
 - ▶ "How long is the wait for two?" — do they give a specific, honest answer and offer an alternative? ☐ YES ☐ NO
 - ▶ "Can we wait at the bar?" — do they confirm availability and communicate the handoff clearly? ☐ YES ☐ NO

04 Menu & Concept Knowledge

- Host can speak to the concept and what makes this restaurant different with confidence. ☐ YES ☐ NO
- Host knew the menu well enough to answer basic questions on the spot. ☐ YES ☐ NO
- ▶ *Knowledge questions — ask these naturally while waiting or walking to the table:*
 - ▶ "What kind of food do you all serve here?" — do they speak to the brand with confidence and specificity? ☐ YES ☐ NO
 - ▶ "Do you have anything gluten-free / dairy-free / vegan?" — do they answer knowledgeably and direct to the server for confirmation? ☐ YES ☐ NO
 - ▶ "Is there anything you'd recommend?" — do they have a genuine answer? ☐ YES ☐ NO
 - ▶ "Do you take reservations? What about large parties?" — do they know the policy cold? ☐ YES ☐ NO

05 Walk Guests to the Table

- Host led the walk — never pointed, never said "right this way" and walked too fast. ☐ YES ☐ NO
- Host maintained a pace that kept the guest alongside them, not trailing behind. ☐ YES ☐ NO
- All logged notes — celebrations, allergies, VIPs — were communicated to the server. ☐ YES ☐ NO
- Host confirmed the table setup was correct before seating the party. ☐ YES ☐ NO

06 Set Up the Server before leaving the table

- Host verbally handed off all relevant guest information to the server. ☐ YES ☐ NO
- Any allergy or VIP information was communicated clearly and specifically — not a general heads-up. ☐ YES ☐ NO

07 Manage Floor Rotation throughout service

- Sections were rotated without burying any single server. ☐ YES ☐ NO
- Host checked table status before seating the next party — no table was sat before it was ready. ☐ YES ☐ NO
- Host communicated with the floor team actively — not just reacting when problems arose. ☐ YES ☐ NO
- Wait list and floor chart remained current throughout service. ☐ YES ☐ NO
- ▶ Floor management scenarios — use one of these mid-observation:
 - ▶ Tell the host a specific section is backed up. Do they adjust rotation without being prompted? ☐ YES ☐ NO
 - ▶ Mention a table has been waiting a while. Do they check on it or communicate to the server? ☐ YES ☐ NO

08 Phone & Reservation Handling when applicable

- Phone was answered promptly and with the correct greeting. ☐ YES ☐ NO
- Reservation questions were handled accurately — party size, time, name, contact, and any special notes. ☐ YES ☐ NO
- Waitlist and OpenTable were updated immediately after any call. ☐ YES ☐ NO
- ▶ Phone knowledge questions — ask one of these:
 - ▶ "How do I join the waitlist?" — do they walk through the OpenTable process accurately? ☐ YES ☐ NO
 - ▶ "I have a party of 12 — can I make a reservation?" — do they know the large party protocol? ☐ YES ☐ NO
 - ▶ "I would like to talk to a manager — I also need a copy of my receipt." — do they handle both the manager escalation and the receipt request correctly? ☐ YES ☐ NO

ACT THREE

THE SEND-OFF Departure through guest feedback

09 Acknowledge Departing Guests

- Host made eye contact and smiled at departing guests before they reached the door. ☐ YES ☐ NO
- Host acknowledged them with a warm, genuine farewell — not a scripted line. ☐ YES ☐ NO
- Host used the guest's name at the farewell if it was known. ☐ YES ☐ NO

10 Ask About the Experience

- Host asked how the experience was before the guest left — naturally, not as a formality. ☐ YES ☐ NO
- Positive feedback was acknowledged warmly. ☐ YES ☐ NO
- Any negative feedback was taken seriously, escalated to a manager, and not dismissed. ☐ YES ☐ NO
- Feedback was relayed to the floor team after the guest departed. ☐ YES ☐ NO
- ▶ *Feedback scenario — use one of these on the way out:*
 - ▶ "It was great, thank you!" — do they reinforce the connection and invite the guest back by name? ☐ YES ☐ NO
 - ▶ Mention something minor that was off. Do they take ownership and involve a manager, or brush past it? ☐ YES ☐ NO

11 Invite Them Back

- Host gave the departing guest a specific reason to return — an upcoming program, a new menu item, a seasonal release. ☐ YES ☐ NO
- Farewell felt as warm and intentional as the welcome. ☐ YES ☐ NO

OTM

BEHAVIORS Observed across the full experience — not at any single step

These are not steps of service. They are the standard of presence that runs underneath every step. Evaluate across the full observation.

CONFIDENCE	Polished, upright, unhurried. Smile present before a word is spoken. Owns the door — guests feel expected and welcomed the moment they arrive.	☐ YES ☐ NO
SENSE OF URGENCY	No guest stands unacknowledged. Wait times are managed before guests ask. Floor rotation stays ahead of the build. Moves with purpose without ever appearing rushed.	☐ YES ☐ NO
KNOWLEDGEABLE	Knows the concept, the menu, the reservation system, and the floor. Answers confidently without redirecting every question to someone else.	☐ YES ☐ NO

☐ **CERTIFIED**
Ready for solo door

☐ **RETRY**
Specific areas noted below

☐ **EXTENDED**
Additional training assigned

Next step / follow-up:

DEBRIEF NOTES

Strengths:

Areas to address before retry:

TRAINEE

EVALUATOR

CAPTAIN / GM

DATE