

Trainee

Evaluator

Concept / Location

Date

HOW TO RUN THIS EVALUATION The evaluator sits as a bar guest and lets the bartender run the full experience from greet to fond farewell. 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

START STRONG Greet through starters

01 Greet the Bar Guest 45 seconds

- Bartender acknowledged the bar guest within 45 seconds of being seated. ☐ YES ☐ NO
- Bartender introduced themselves with a smile and genuine warmth. ☐ YES ☐ NO
- Coasters or bev napkins were set in front of every bar guest. ☐ YES ☐ NO
- Bartender asked if it was anyone's first time and oriented them if so. ☐ YES ☐ NO

02 Log Special Attention immediately

- Allergies, dietary restrictions, celebrations, and special requests were logged in the handheld in real time. ☐ YES ☐ NO
 - ▶ *Allergy questions — work one of these in naturally:*
 - ▶ *Allergy: "I am allergic to _____ — which entrees would be safe, or could be modified?" Do they guide and name the manager confirmation step?* ☐ YES ☐ NO
 - ▶ *Restriction: "I am completely _____ -free — what should I be aware of on this menu?"* ☐ YES ☐ NO
 - ▶ *Protocol: "I have a serious nut allergy — how does your kitchen handle that?" Do they explain manager involvement, allergy modifier, and manager running the dish?* ☐ YES ☐ NO

03 First Round 2 minutes

- Bartender opened by guiding through the cocktail program with a specific drink by name — not a generic offer. ☐ YES ☐ NO
- First round was rung and sent on the handheld immediately. ☐ YES ☐ NO
- Drinks arrived within 2 minutes of being rung in. ☐ YES ☐ NO
- Water was brought only when requested — not automatically. ☐ YES ☐ NO
 - ▶ *Beverage questions — ask these naturally during the first round:*
 - ▶ *Palate: "I like something (sweet / fruity / tart / spirit-forward / light / etc.) — what would you suggest tonight?"* ☐ YES ☐ NO
 - ▶ *Spirit / ingredient: "I only drink (tequila / vodka / whiskey / gin / etc.) — which cocktails work for me?"* ☐ YES ☐ NO
 - ▶ *Technique: "How is the _____ served? (neat / on the rocks / up / shaken / stirred / etc.)"* ☐ YES ☐ NO
 - ▶ *Wine: "I'm thinking a (fuller-bodied / lighter / drier / fruitier) (red / white / rosé) — what do you suggest?"* ☐ YES ☐ NO
 - ▶ *Zero-proof: "I'm not drinking tonight — what are my options?" Does the zero-proof list get sold with the same energy as the cocktail list?* ☐ YES ☐ NO

04 Offer a Starter by Name 5–7 minutes

- Bartender named a specific starter and gave a real recommendation. ☐ YES ☐ NO
- Bartender described what makes it worth ordering — sourcing, preparation, flavor. ☐ YES ☐ NO
- Starter was rung with correct seat positions before moving on. ☐ YES ☐ NO
- Shared plates arrived before individual starters and were placed neatly at the bar. ☐ YES ☐ NO
 - ▶ *Starter questions — ask these as the starter is being offered:*
 - ▶ *Description: "How is the _____ served? Is it shareable?"* ☐ YES ☐ NO
 - ▶ *Restriction: "I don't eat _____ — is there anything I should avoid from the starters?"* ☐ YES ☐ NO

05 Guide Through the Menu

- Bartender used macros, sourcing stories, and genuine recommendations — not just took the order. ☐ YES ☐ NO
- Order taken by seat position. ☐ YES ☐ NO
- Bartender recommended enhancements or upgrades appropriate to the items ordered. ☐ YES ☐ NO
- Bartender parroted the order back and confirmed every detail before moving on. ☐ YES ☐ NO
- ▶ Menu questions — ask during the order:
 - ▶ Recommendation: “What would you order tonight if it were you?” Do they have a real answer? ☐ YES ☐ NO
 - ▶ Sourcing: “What makes the food here different?” Do they speak to ingredient philosophy? ☐ YES ☐ NO
 - ▶ Modification: “Can I substitute _____ in this dish?” Do they handle it without friction? ☐ YES ☐ NO

06 Suggest the Next Round before the glass is empty

- Bartender suggested the next round by name before the glass was empty. ☐ YES ☐ NO
- Suggestion was specific to the bar guest — not a generic “want another?” ☐ YES ☐ NO
- Bartender maintained bar guest connection while executing ticket flow. ☐ YES ☐ NO

07 Execute ticket flow

- Bar was marked and framed before any plate dropped — correct silverware, clear landing zone. ☐ YES ☐ NO
- Food arrived within 10–14 minutes of the order. ☐ YES ☐ NO
- Bartender built drinks in rounds and following all specs. ☐ YES ☐ NO
- Bartender built drinks in order and following all specs. ☐ YES ☐ NO
- Bartender was able to keep eyes on the well and make those drinks while still taking care of bar guests. ☐ YES ☐ NO

08 Quality Check by Name 2 min / 2 bites / 2 sips

- Bartender returned at 2 minutes, 2 bites, or 2 sips — whichever came first. ☐ YES ☐ NO
- Quality check was specific — asked about the dish or drink by name, not “how is everything?” ☐ YES ☐ NO
- Any issue was owned immediately and MOD was notified. ☐ YES ☐ NO
- Drinks stayed full throughout — rounds moved before the glass was empty. ☐ YES ☐ NO
- ▶ Name something minor that is off — do they own it immediately or deflect? ☐ YES ☐ NO

09 Read the Bar throughout

- Bartender actively scanned the bar — identifying who needed attention and who needed space. ☐ YES ☐ NO
- No bar guest was left wondering where the bartender was or had to flag them down. ☐ YES ☐ NO
- Bartender pre-bussed the bar top as courses finished — surface stayed clean throughout. ☐ YES ☐ NO

10 Offer Dessert and After-Dinner by Name 4 minutes

- Bartender named the dessert and gave a reason to say yes — did not just ask “do you want dessert?” ☐ YES ☐ NO
- Bar top was framed with silverware and share plates before dessert arrived. ☐ YES ☐ NO
- Check was printed and ready to drop after the dessert quality check. ☐ YES ☐ NO

11 Suggest a Beverage to Go before the check

- Bartender offered a drink for the road before presenting the check. ☐ YES ☐ NO

12 Present the Check

- Check was dropped timely and without pressure. ☐ YES ☐ NO
- Payment closed immediately upon receipt — card or receipt returned without delay. ☐ YES ☐ NO
- Drinks continued until the bar guest stood up. ☐ YES ☐ NO

13 Fond Farewell

- Bartender used the bar guest's name at the farewell. ☐ YES ☐ NO
- Goodbye was as warm and genuine as the welcome. ☐ YES ☐ NO
- Bartender gave the bar guest a specific reason to come back. ☐ YES ☐ NO

14 Update Guest Notes before moving on

- Bartender added detailed notes before moving on — preferences, allergies, celebrations. ☐ YES ☐ NO
- ▶ Ask directly: “What notes did you add for this bar guest?” They should have something meaningful. ☐ YES ☐ NO

☐ **CERTIFIED**
Ready for solo bar

☐ **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

SIGNATURE COCKTAIL PRACTICAL

Trainee will build each signature cocktail from memory. Evaluate for spec accuracy, correct technique, jigger use on every pour, proper wash lines, and presentation that matches the recipe card exactly — garnish included. Nothing eyeballed. Nothing skipped.

Cocktail Name:	Ingredients – Y/N	Specs – Y/N	Dilution – Y/N	Glassware – Y/N	Garnish – Y/N