Skill Assessment Templates

Framing Note for Innovative Solutions

For the **POC (Proof of Concept)**, we will limit the AI screening implementation to **three roles**:

- Banquet Server / Food Runner

- Bartender

- Host

These roles were chosen because they represent common entry points in hospitality staffing and cover both **guest-facing** (English required with Bartender and Host) and **support/multi-language skills** (Banquet Server / Foodrunner) contexts.

However, the **long-term infrastructure must support open skill coding**. The system should be designed so that over time:

- Workers can describe **any relevant experience** (not only pre-defined skills).
- The AI can identify and tag new skills dynamically.
- Admins can add/edit skill definitions without re-engineering the system.

This ensures scalability beyond the POC and avoids rework when new roles (e.g., Housekeeping, Event Lead, Line Cook) are added later.

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2. Template for Skill Assessment

Each skill should follow a consistent structure:

A. Experience & Responsibilities (Credibility Check)

- **Prompt:** "Tell me about your experience working as a [ROLE]. What were your main responsibilities?"
- **Core Duties List:** [role-specific duties provided for each role]
- **AI Guidance:** Pass if ≥3–4 duties are mentioned; Review if vague/only 1 duty; Fail if irrelevant.

B. Knowledge Checks

- **Format:** Each check has:
  - **Question**
  - **Ideal Answer** (best practice)
  - **Acceptable Variations** (still credible)
  - **Red Flags** (indicates lack of knowledge)

C. English Communication Component (if not already tested)

- **Prompts:** 1–2 short guest-facing scenarios.
- **AI Guidance:**
  - Correct = clear, polite, service-oriented English.
  - Acceptable = simple but polite English.
  - Red Flag = unclear, hostile, or non-English.

D. Admin Review

- Borderline or unexpected answers are flagged for admin training/review.
- Admins can mark answers as Pass / Acceptable / Incorrect, feeding back into model training.

Banquet Server / Food Runner – Skill Assessment

Baseline Criteria

- May interview in **English or Spanish**, but must demonstrate **basic English customer service ability** at the end.
- Must show **customer service disposition** (polite, helpful tone).

A. Experience & Responsibilities (Credibility Check)

Prompts (three-part, flexible for multiple jobs):

1. *"Tell me about where you've worked as a banquet server or food runner."*
2. *"When did you work in that role?"* (encourages rough timeframe — years/seasons/events, not exact dates).
3. *"And what were your main responsibilities in that job?"*

Follow-up: If the worker names multiple workplaces → *"You mentioned a few places — can you tell me the main responsibilities across those jobs?"*

Core Duties (worker should mention at least 3–4):

1. Set up / break down event space (linens, flatware, buffet stations).
2. Serve food and beverages (deliver plated meals, pour/refill wine/water).
3. Follow course sequence (appetizer/salad → entrée → dessert).
4. Clear and reset tables (pre-bussing, full resets).
5. Guest interaction (greet guests, handle requests).
6. Team communication (work with captains, kitchen, bartenders).

AI Guidance:

- **Pass:** Worker names a credible workplace/timeframe *and* describes ≥2 duties.
- **Review:** Vague workplace ("weddings"), no timeframe, or only 1 duty.
- **Fail:** No workplace/timeframe, no relevant duties.

⏱ **Estimated Time:** 3–4 min

B. Knowledge Checks (4 Key Questions)

1. Setup & Readiness

- **Q:** "How do you know if a place setting is correct? Describe it."
- **Ideal:** Forks on left (salad fork outside, entrée fork inside), knife and spoon on right, napkin folded, bread plate with butter knife above forks, wine glass at tip of knife, water glass above/right, all aligned evenly.
- **Acceptable:** Mentions multiple correct placements (e.g., fork left, knife right, glasses on right).
- **Red Flag:** Vague/incorrect (e.g., "just put forks and plates").

2. Serving Food & Wine

- **Q:** "When pouring wine, which side do you approach from, and why?"
- **Ideal:** From the right, because glasses are on the right and beverages are served from the right.
- **Acceptable:** "From the right."
- **Red Flag:** "From the left" / "Doesn't matter."

3. Clearing & Resetting

- **Q:** "From which side do you clear plates?"
- **Ideal:** From the right, to avoid reaching across guests.
- **Acceptable:** "Usually from the right."
- **Red Flag:** "From the left."

4. Guest Interaction Scenario

- **Q:** "If a guest says they are vegetarian but their entrée has meat, what do you do?"
- **Ideal:** Apologize, notify captain/chef, offer an alternative, ensure guest satisfaction.
- **Acceptable:** "Tell the chef and replace it."
- **Red Flag:** "Ignore them," "Tell them to eat it."

⏱️ **Estimated Time:** 4–5 min

C. English Communication Component

1. **Greeting**

- **Q:** "How would you greet a guest when they arrive at your table?"
- **Ideal:** "Good evening, welcome! May I start you with water or a drink?"
- **Acceptable:** "Hello, how are you today?"
- **Red Flags:** One-word reply ("Hi") / non-English.

2. **Complaint Handling**

- **Q:** "If a guest says their food is cold, what do you do?"
- **Ideal:** "I'm so sorry about that. I'll take it back and have it fixed right away."
- **Acceptable:** "I'll bring it back to the kitchen."
- **Red Flag:** "Not my problem," "Just eat it."

⏱ **Estimated Time:** 2–3 min

Bartender – Skill Assessment

Baseline Criteria

- Must **speak English fluently** (entire interview conducted in English).
- Must demonstrate **responsible alcohol service judgment** (cutting off intoxicated guest).
- Must show **customer service disposition** (polite, professional tone).

A. Experience & Responsibilities (Credibility Check)

Intro Prompt (English requirement):

"This interview is conducted in English since bartenders must be able to interact with guests in English. If you are not comfortable continuing in English, you may end the interview here."
(Note: Ending here = automatic fail, but presented gracefully.)

Prompts (three-part, allow multiple jobs):

1. *"Tell me about where you've worked as a bartender."*
2. *"When did you work in that role?"* (years/seasons/events, not exact dates).
3. *"And what were your main responsibilities?"*

Core Duties (worker must mention at least 3):

- Preparing and serving drinks (cocktails, beer, wine, non-alcoholic).
- Setting up and maintaining the bar (stocking, cleaning, organizing tools/glassware).
- Taking and processing orders, handling payments.

- Guest engagement (recommendations, answering drink/menu questions).
- Responsible alcohol service (checking IDs, cutting off intoxicated guests).
- Coordinating with servers and barbacks.

AI Guidance:

- **Pass:** ≥1 credible workplace + timeframe *and* ≥3 duties.
- **Review:** Only 2 duties OR vague.
- **Fail:** No workplace/timeframe OR irrelevant duties.

⏱️ **Estimated Time:** 2 min

B. Knowledge Checks (4–5 Core Questions)

1. Glassware

- **Q1:** "In what glass would you typically serve a Cosmopolitan? How about an Old Fashioned?"
  - **Ideal:** Cosmo = martini/cocktail glass; Old Fashioned = lowball/rocks glass.
  - **Acceptable:** "Cosmo in a cocktail glass, Old Fashioned in a short glass."
  - **Red Flag:** Wrong or vague ("any glass works").

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2. Cocktail Recipes

- **Q2:** "What are the basic ingredients in a Margarita?"
  - **Ideal:** Tequila, triple sec/orange liqueur, lime juice, salt rim.
  - **Acceptable:** "Tequila, lime, triple sec."
  - **Red Flag:** Leaves out tequila or nonsense recipe.
- **Q3:** "What are the basics of an Old Fashioned?"
  - **Ideal:** Whiskey/bourbon, bitters, sugar, orange garnish.
  - **Acceptable:** "Whiskey, bitters, sugar."
  - **Red Flag:** Misses whiskey or invents ingredients.

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3. Tools & Techniques

- **Q4:** "What tools would you use to shake and strain a cocktail?"
  - **Ideal:** Shaker tin, strainer (Hawthorne/fine mesh), jigger.
  - **Acceptable:** "Shaker and strainer."
  - **Red Flag:** Doesn't know tools / says "just pour it."

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4. Responsible Service

- **Q5:** "If a guest is overly intoxicated, how do you handle it?"
  - **Ideal:** Politely cut them off, offer water, suggest food, offer taxi/ride.
  - **Acceptable:** "Stop serving and give water."
  - **Red Flag:** "Keep serving" / ignores issue.

(Optional follow-up if needed): *"How would you cut someone off politely?"*

⏱ **Estimated Time:** 3 min

Host – Skill Assessment (Short Form for 10–15 Min Call)

Baseline Criteria

- Must **speak English fluently** (entire interview conducted in English).
- Must show **customer service disposition** (welcoming, polite, clear).

A. Experience & Responsibilities (Credibility Check)

Intro Prompt (English requirement):

"This interview is conducted in English since hosts must be able to interact with guests in English. If you are not comfortable continuing in English, you may end the interview here."
(Note: Ending here = automatic fail, but presented gracefully.)

Prompts (three-part, allow multiple jobs):

1. *"Tell me about where you've worked as a host."*
2. *"When did you work in that role?"* (years/seasons/events, not exact dates).
3. *"And what were your main responsibilities?"*

Core Duties (worker must mention at least 3):

- Greeting and seating guests.
- Managing reservations and waitlists (POS/reservation system).
- Assigning tables based on server sections / bandwidth.
- Answering phone calls, taking guest info.
- Handling to-go orders over the phone.
- Managing special requests (large parties, celebrations).
- Resolving discrepancies (lost reservations, unexpected party sizes).

AI Guidance:

- **Pass:** ≥1 credible workplace + timeframe *and* ≥3 duties.
- **Review:** Only 2 duties OR vague.
- **Fail:** No workplace/timeframe OR irrelevant duties.

⏱️ **Estimated Time:** 2 min

B. Knowledge Checks (4–5 Core Questions)

1. Reservation & POS System

- **Q1:** "Have you used a reservation system like Toast, OpenTable, or Resy? How do you use it?"
  - **Ideal:** Create/update reservations, check guest notes, manage table flow, update waitlist.
  - **Acceptable:** "Yes, I enter guest info and track tables."
  - **Red Flag:** "No, never used it" (unless the worker has strong other experience).

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2. Seating Logic

- **Q2:** "When assigning tables, how do you decide where to seat guests?"
  - **Ideal:** Balance server sections, spread tables based on bandwidth, consider guest preferences.
  - **Acceptable:** "Seat them where there's an open table, but try to spread evenly."
  - **Red Flag:** "Seat randomly" / "First table I see."

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3. Phone Etiquette & Guest Info

- **Q3:** "What information should you collect when a guest calls to make a reservation?"
  - **Ideal:** Name, party size, time/date, phone number, special notes (allergies, celebrations).
  - **Acceptable:** "Name, time, party size."
  - **Red Flag:** Doesn't know what to ask.

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4. Handling Special Cases

- **Q4:** "How would you handle a guest who arrives saying they have a reservation, but you don't see it in the system?"
  - **Ideal:** Apologize, try to accommodate (find a table, offer waitlist priority), communicate clearly.
  - **Acceptable:** "Tell them I'll try to fit them in."
  - **Red Flag:** "Tell them to leave" / "Not my problem."

- **Q5:** "How do you handle a walk-in group of 10 guests?"
  - **Ideal:** Check if space can be rearranged, note wait time, split into sections if needed, flag servers for support.
  - **Acceptable:** "Tell them the wait time, try to seat them together."
  - **Red Flag:** "Seat them anywhere without checking" / "Refuse without explanation."