

Workplace Observation Form

Your Name: Dana El Sayegh

Date/Duration of Observation : 3/22/2025 / 30 mins

Name of Company Observed: Café de Penelope

Number of Employees You Saw: 4

Type of Industry: Hospitality

What the Company Does: What services do they offer, what do they make, what do they do?

Café de Penelope is a small coffee shop that serves a variety of hot and cold beverages, pastries, and light meals. They offer dine-in and takeaway services and provide a comfortable environment for customers to relax or work.

Tasks Observed: What tasks/work do you see taking place?

- Taking customer orders at the counter
- Preparing coffee and other drinks using an espresso machine
- Serving food and beverages to customers
- Cleaning tables and maintaining hygiene
- Handling cash and card payments at the register

Skills Observed: What skills do you see being used?

- Customer service and communication skills
- Cash handling
- Time management and multitasking
- Food and beverage preparation
- Teamwork and collaboration

Working Hours: What are start and finish times? What are tea and lunch break times?

- Start Time: 12:00 PM
- Finish Time: 12:00 AM
- Tea Break: 3:30 PM – 3:45 PM / 7:00 PM – 7:15 PM
- Lunch Break: 5:00 PM – 5:30 PM / 9:00 PM – 9:30 PM

**Employee Interaction: Can you observe how employees interact with each other?
Describe what you see.**

Employees were friendly and worked efficiently as a team. They communicated clearly when handling orders and assisting each other during busy hours. Some employees joked around during quiet moments, showing a positive work environment.

**Employee Satisfaction: Do the employees look happy, like they are enjoying their job?
Explain why you think this.**

The employees seemed generally happy and engaged in their work. They greeted customers warmly and interacted with each other in a positive manner. However, when the café was busy, they appeared a bit stressed but still handled tasks professionally.

Customers: Who are the main customers?

The café serves a mix of customers, including students, professionals, and families. Many customers were seen working on laptops or chatting with friends over coffee.

Customer Service (1): What did you notice?

Employees greeted customers as they entered and took their orders politely. They were quick to address any concerns and provided recommendations when customers asked.

Customer Service (2): Did you observe any good or bad interactions with customers?

Good Interaction: A barista patiently explained different coffee options to a customer who was unsure what to order.

Bad Interaction: A customer complained about their coffee being too cold. The employee apologized and replaced it immediately.

Main Relevant Jobs Observed (1): List a job you observed. Briefly, what does this job involve?

Barista: Prepares coffee and other beverages, operates espresso machines, and maintains cleanliness.

Main Relevant Jobs Observed (2):

Cashier: Takes orders, handles payments, and assists with customer inquiries.

Main Relevant Jobs Observed (3):

Server: Delivers orders to tables, clears dishes, and ensures customers have what they need.

Main Equipment Observed: List and explain some of the main equipment you saw?

- Espresso machine (used for making coffee)
- Cash register and card reader (for transactions)
- Blenders (for smoothies)
- Oven (for heating pastries)

Devices that Were used for Customer Service: What devices were used when the staff interacted with customers?

Mobile phone for online orders and deliveries

Workplace Safety (1): Did you see any health and safety signs? Describe and draw them on the back of this form.

“Fire Extinguisher” sign near the exit, indicating emergency equipment.

Workplace Safety (2): Did you see any safety clothing? Describe it.

Employees wore gloves when handling food and aprons to protect their clothing. The kitchen staff also wore hairnets.

Dress Code: What do you notice about how the workers are dressed?

Employees wore uniforms consisting of black t-shirts with the café’s logo, aprons, and comfortable shoes.

Workplace Energy: Does this look like a fun or interesting place to work? Why/why not?

The café had a lively and welcoming atmosphere. Employees worked efficiently, and the space had a relaxed vibe with music playing in the background.

Possible Work Experience Opportunities: Do you think there might be work experience or internship opportunities here? Why?

Yes, there might be internship or part-time opportunities for students interested in hospitality. The café requires staff with customer service skills and food handling experience.

Manager or Supervisor’s Name:

Mr. Ziad (Manager)