**Barman (Bartender) Performance Appraisal Form**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: Bartender

Review Period: From \_\_\_\_\_\_\_\_ To \_\_\_\_\_\_\_\_

Reviewer Name/Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Appraisal: \_\_\_\_\_\_\_\_

(**Rating Scale**: **1** = Unsatisfactory, **2** = Needs Improvement, **3** = Meets Expectations, **4** = Exceeds Expectations, **5** = Outstanding)

1. **Drink Preparation & Mixology Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Knowledge of drink recipes & cocktail preparation |  |  |  |
| Consistency in drink quality & presentation |  |  |  |
| Speed & efficiency during service |  |  |  |
| Creativity in developing new cocktails |  |  |  |
| Knowledge of premium spirits & ingredients |  |  |  |

**II. Customer Service & Bar Presence**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Availability at bar counter during service hours |  |  |  |
| Welcome and greet with eye contact |  |  |  |
| Engaging with customers in a friendly manner without looking aside |  |  |  |
| Greeting to frequent royal customers by name ie Dr Zulu Mrs Phiri |  |  |  |
| Handling difficult customers professionally |  |  |  |
| Upselling premium drinks/snacks & promotions |  |  |  |
| Maintaining a clean & inviting bar area |  |  |  |
| Remembering regular customers' preferences |  |  |  |
| I always put up my uniform and name badge correctly without being asked |  |  |  |

**III. Bar Operations & Compliance**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Inventory management & stock control and timely communicate need requirements |  |  |  |
| Minimizing waste & spillage |  |  |  |
| Following cash & e-payment handling procedures |  |  |  |
| Adherence to health & safety regulations |  |  |  |
| Compliance with alcohol serving laws |  |  |  |
| Always punctual and adherence to opening and closing hours |  |  |  |
| Where do think the club need to improve |  |  |  |

**IV. Teamwork & Communication**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Coordination with waitstaff & kitchen |  |  |  |
| Assisting colleagues during busy periods |  |  |  |
| Communicating bar needs to management |  |  |  |
| Training new bartenders (if applicable) |  |  |  |
| What is teamwork & proper communication |  |  |  |

V. Performance Metrics

|  |  |  |  |
| --- | --- | --- | --- |
| Metric | Target | Actual | Comments |
| Average drink preparation time |  |  |  |
| Bar sales vs. targets |  |  |  |
| Customer compliments/complaints |  |  |  |
| Inventory variance percentage |  |  |  |

|  |  |
| --- | --- |
| Write down your strength and weakness | |
| STRENGTH | WEAKNESS |
|  |  |

**VI. Overall Performance Summary**

Strengths:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Areas for Improvement:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Goals for Next Review Period:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VII. Final Rating & Recommendations**

☐ Unsatisfactory (Needs significant improvement)

☐ Needs Improvement (Meets some expectations but requires development)

☐ Meets Expectations (Performs job satisfactorily)

☐ Exceeds Expectations (Strong performance beyond requirements)

☐ Outstanding (Exceptional mixologist & team player)

Employee Comments:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_

Reviewer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_