**Restaurant & Bar Service Quality Checklist**

(✓ = **Yes**, ✗ = **No**, N/A = **Not Applicable**)

**1. Greeting & First Contact**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Warm/prompt greeting |  |  |  |  |
| Eye contact & smile |  |  |  |  |
| Remembered and mentioned your name if a regular or tried to know your name as a new customer |  |  |  |  |
| Minimal wait for acknowledgment |  |  |  |  |
| Assistance offered if waiting |  |  |  |  |

**2. Seating & Introduction**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Prompt seating |  |  |  |  |
| Assistance with coats/bags |  |  |  |  |
| Server introduces themselves |  |  |  |  |
| Clean menus provided quickly |  |  |  |  |
| Specials/recommendations explained |  |  |  |  |

**3. Order-Taking**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Attentive but not intrusive |  |  |  |  |
| Menu knowledge (answers questions) |  |  |  |  |
| Confirms order accuracy |  |  |  |  |
| Handles dietary requests well |  |  |  |  |
| Polite suggestive selling |  |  |  |  |

**4. Timeliness**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Drinks served quickly |  |  |  |  |
| Food delivered together |  |  |  |  |
| Regular check-ins |  |  |  |  |
| Timely clearing of plates/glasses |  |  |  |  |
| Anticipates needs (refills, etc.) |  |  |  |  |

**5. Communication & Attitude**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Positive tone |  |  |  |  |
| Friendly demeanor |  |  |  |  |
| Professional language |  |  |  |  |
| Listens without interrupting |  |  |  |  |
| Knows restaurant/bar offerings |  |  |  |  |

**6. Problem Handling**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Acknowledges issues immediately |  |  |  |  |
| Offers solutions professionally |  |  |  |  |
| No defensiveness |  |  |  |  |
| Follows up post-resolution |  |  |  |  |
| Apology/compensation if needed |  |  |  |  |

**7. Bar Service (if applicable)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Prompt greeting |  |  |  |  |
| Accurate drink preparation |  |  |  |  |
| Engaging bartender |  |  |  |  |
| Clean bar area |  |  |  |  |
| Cocktail/wine/beer knowledge |  |  |  |  |

**8. Checkout & Farewell**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Bill presented promptly |  |  |  |  |
| Fast/correct payment processing |  |  |  |  |
| Sincere thanks |  |  |  |  |
| Personal farewell |  |  |  |  |
| Invitation to return |  |  |  |  |

**9. Overall Impression**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **✓ Yes** | **✗ No** | **N/A** | **Notes** |
| Visible teamwork |  |  |  |  |
| Felt valued as customer |  |  |  |  |
| Consistent service |  |  |  |  |
| Would recommend based on service |  |  |  |  |

**Scoring & Summary**

Total "Yes" Checks: \_\_\_\_\_ / 49

Rating:

40+ Yes = Outstanding

30–39 Yes = Good (Minor improvements needed)

20–29 Yes = Fair (Training required)

<20 Yes = Poor (Urgent action needed)

Key Strengths:

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

Critical Improvements:

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

Assessor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_