**Restaurant Waiter Performance Appraisal Form**

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

Position: Waiter/Waitress

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)

**I. Service Skills & Job Knowledge**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Knowledge of menu items, ingredients, and specials |  |  |  |
| Order accuracy & POS system proficiency |  |  |  |
| Table setup & maintenance standards |  |  |  |
| Understanding of food safety & hygiene |  |  |  |
| Efficiency in handling multiple tables |  |  |  |
| Writing or memorizing orders without mistake |  |  |  |
| Customer attention checking back without being intrusive |  |  |  |

**II. Customer Service & Interaction**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Greeting & engaging guests warmly |  |  |  |
| Handling customer complaints professionally |  |  |  |
| Upselling & suggestive selling skills |  |  |  |
| Attentiveness & responsiveness to guest needs |  |  |  |
| Active listening understanding customers’ needs and special requests |  |  |  |
| Maintaining a positive attitude under pressure |  |  |  |
| Can you remember of a time you turned dissatisfied customer into a happy one? |  |  |  |
| When does a customer becomes a terrorist or apostle |  |  |  |

**III. Teamwork & Communication**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Coordination with kitchen & bar staff |  |  |  |
| Assisting colleagues during peak hours |  |  |  |
| Clear communication with customers & team |  |  |  |
| Following supervisor instructions effectively |  |  |  |

**IV. Performance Metrics**

|  |  |  |  |
| --- | --- | --- | --- |
| **Metric** | **Target** | **Actual** | **Comments** |
| Average table turnover time |  |  |  |
| Customer satisfaction ratings |  |  |  |
| Upselling success rate (e.g., desserts, drinks) |  |  |  |
| Number of complaints/resolutions |  |  |  |

**V. Professionalism & Work Ethic**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Rating (1-5)** | **Supervisor**  **Rating** | **Comments** |
| Punctuality & attendance |  |  |  |
| Adherence to uniform & grooming standards |  |  |  |
| Handling cash & payments accurately |  |  |  |
| Initiative & willingness to learn |  |  |  |

|  |  |
| --- | --- |
| **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 service & contribution)

Recommended Actions:

Employee Comments:

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

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

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