



Banquet Server Self Review Checklist

Name: _____

Date of Review: _____

Rating Scale:		A = Very good – up to standard	
		B = Good – room for some improvement	
		C = Below standard – a key area for me to focus on development	
<p>For each task listed, rate your degree of competency based on how well you perform these tasks on the job. The Banquet Server National Occupational Standards may be referenced for further information on each skill listed.</p> <p>Share your results with your immediate supervisor or a peer and seek their opinion to help you prepare and plan on improvements. Once you have mastered all of the skills, please sign the bottom of the <i>Supervisor/Mentor Sign-off and Request for Performance Evaluation Form</i>. After your supervisor has completed the form, please ensure the form, with both signatures, is returned to your local Tourism Human Resource Organization (HRO).</p>			
	Promotes tourism in the local region		Identifies bar tools and equipment
	Identifies tourism industries		Prepares for shift
	Presents and maintains a positive attitude		Maintains and sets tables
	Behaves professionally		Performs ongoing and closing duties
	Uses time effectively		Defines room set-up terms
	Participates in professional development		Determines menu information
	Resolves guest complaints and concerns		Identifies common dietary requests
	Responds to difficult situations		Serves tables, handles tableware, carries trays
	Assists guests with special needs		Prepares glassware
	Communicates effectively		Properly serves wine
	Is an effective team member		Serves coffee and tea
	Has basic knowledge of meat, poultry and seafood		Demonstrates responsible alcohol service
	Has basic knowledge of soups and sauces		Properly stores food and beverage products
	Has basic knowledge of food preparation		Follows fire and emergency procedures
	Has knowledge of beer types, styles, and alcohol content categories		Adheres to Workplace Hazardous Materials Information System
	Has knowledge of wine and sparkling wine including types, sweetness, countries of production, label information, storage and serving temperature		Observes safe practices regarding workplace traffic, lifting objects and electricity
	Has knowledge of spirits, aperitifs, liqueurs and beverage garnishes		Complies with operation legislation and co-operates with inspectors
	Identifies tableware		



Banquet Server

Performance Evaluation Information

Skills in Evaluation

A1.5 Promote Local Area, Region, Province/Territory, and Country
B2.1 Behave in Professional Manner
B3.3 Resolve Guests' Complaints or Concerns
C1.1 Listen Actively
C1.3 Use Effective Verbal Communication
F2.3 Load buspans and trays
F2.4 Perform table maintenance during service
G1.3 Determine menu information
G2.1 Serve Tables
G2.2 Handle Tableware
G2.3 Carry Trays
H2.2 Open Still Wine
H2.4 Pour Wine
J4.2 Follow Workplace Traffic Guidelines



Review Checklist for
Banquet Server
Supervisor/Mentor Sign-off & Request for Performance
Evaluation

Candidate's Name: _____ Date of Review: _____

Rating Scale:	A = Very good – up to standard		
	B = Good – room for some improvement		
	C = Below standard – a key area for me to focus on development		
. For each task listed, rate the candidate's degree of competency based on how well s/he performs these tasks on the job The Banquet Server National Occupational Standards may be referenced for further information on each skill listed.			
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Supervisor/Mentor Sign-off and Recommendation

I attest that the above information is true and is an accurate reflection of this individual's level of competency. I believe this individual is sufficiently prepared and ready to be assessed on the performance requirement of certification.

Supervisor/Mentor Name:			
Title:		Signature:	

Candidate Sign-Off

I have met the 600 hours work experience requirement and am ready for the Performance Evaluation component of Certification.

Candidate Signature:		Date:
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