

		Contestant Number				
Items Evaluated	Possible Points	1	2	3	4	5
Phase I - Hosting / Uniform / Appearance						
Clean Uniform	15					
Personal Appearance	15					
Warm & Friendly Greeting	10					
Question of Reservation & Number in Party	10					
Small Conversation While Seating	10					
Proper Menu Presentation open & Handed	10					
Name of Their Server	10					
Cheerful Departure	10					
Phase II - Sanitation						
Tray Used for Setup	5					
Table & Chair Wiped	5					
Linen Seam (hem) Side Down	10					
Center Pieces, Salt & Pepper, Caddies Filled & Clean	10					
Proper Handling of Flatware by Handle, Spot Free	15					
Proper Handling of Glassware by Stem, Spot Free	15					
Phase III - Proper Table Setting						
Proper Placement for B&B Plate	10					
Proper Placement for Forks meal & salad	10					
Proper Placement for Spoons	10					
Proper Placement for Knives butter, meal & salad	10					
Proper Placement of wine & water Glassware	15					
Napkin fold (More than one may be used)	5					
Phase IV - Service Introduction						
Waitress/Waiter Introduction & uses first name only	20					
Speaks Clearly & Concisely to all guests	20					
Conveyed Warm & Friendly Tone	20					
Appropriate Volume Used	20					

	Smiles	20				
	Extra Settings Removed	20				
	Drink Order Taken	20				
Phase V - Service						
	Proper use of trays & tray jacks	10				
	Order taken in proper sequence	30				
	Upselling (Appetizer, Salad, etc.)	20				
	Repeated Order to Verify	15				
	Delivery Food in Order appetizer,soup,salad, etc.	25				
	Serve from Left to Right & Take from the Right	15				
	Each Course Removed Before Next is Served	10				
	Check With Customer - Refill Beverages	20				
	Crumb Table With Napkin & Crumber	15				
	Removal of unnecessary items	10				
Phase VI - Check Presentation and Calculations						
	Present Check Promptly & Correct	15				
	Legible writing, name & table number	10				
	Thank Customer as Returning Paid Check	20				
	Calculations are correct: Correctly Added Gratuity and Tax	20				
Phase VI - Napkin Folds						
	Clean & fresh folds	20				
	Standing Straight (no leaning)	10				
	Four different folds - Folded Correctly - Correct Utilization	40				
	Resume Penalty	0 or -10				
	Clothing Penalty	0 to -50				
	<b>Total Possible Points</b>	<b>655</b>				