

**COUNTER STATION
OBSERVATION CHECKLIST**

Name: _____

Date: _____

SCORE		COMMENTS
/2	<i>Greets each customer within 15 seconds of entering; uses proper greeting.</i>	
/2	<i>Displays a genuine smile and makes eye contact while speaking to customers.</i>	
/2	<i>Displays a "Happy to be serving you" attitude.</i>	
/2	<i>Maintains focus & attention on customers while taking orders.</i>	
/2	<i>Follows proper order taking procedures, including suggestive selling & upselling.</i>	
/2	<i>Displays a sense of urgency while preparing customers' orders.</i>	
/2	<i>Prepares beverages & food items quickly & accurately.</i>	
/2	<i>Serves only high quality products.</i>	
/2	<i>Provides parting comments to customers / invites them to return.</i>	
/2	<i>Maintains cleanliness of work station. Washes hands regularly.</i>	

/20

GENERAL COMMENTS:

Employee Signature

Manager Signature