

Hospitality Evaluation Chart:

Carson Bruce, Hospitality Coordinator

Team Member Name: _____

Evaluation Date and Time: _____

	Below Average	Average	2nd Mile
Creating Eye Contact			
Sharing a Smile			
Speaking Enthusiastically			
Staying Connected with Guests			
Proactively Greeting Guests			
Body Language			
Facial Expressions			
Focused and Driven			
Attitude towards Guests			
Attitude towards Coworkers			
Correct Verbiage			
Cleaning Techniques			
Visual Appeal			
Table Touch-ins			

The Corporate Purpose of Chick-fil-A starts with, “To glorify God...” and that is our goal by loving others in service and intentionality in all areas of the store: dining room, drive thru, kitchen.

Matthew 5:41 says, “Whoever compels you to go one mile, go with him two.” This passage explains the biblical mandate and importance of why we go the “second mile.”

Descriptions of Each Concept

1. Creating Eye Contact: *obvious
2. Sharing a Smile: *obvious
3. Speaking Enthusiastically: *obvious
4. Staying Connected with Guests:
 - a. Below Average: never asking guests any further questions or making any conversation beyond what is needed to take their order, or talking TOO much to the point of being overwhelming
 - b. Average: asking guests a few basic questions
 - c. 2nd Mile:
 - i. asking thoughtful questions to guests that cause them to share and want to continue talking
 - ii. remembering a regular customer and learning their names.
 - iii. The key here is to ask good questions—get the customers to talk. People love to answer questions about themselves, their family, their jobs, etc.
5. Greeting Guests
 - a. Below Average: never greeting the guests upon arrival
 - b. Average: welcoming guests by saying “Welcome to Chick-fil-A”
 - c. 2nd Mile:
 - i. welcoming guests in by saying “Welcome to Chick-fil-A” with clear eye contact, a smile, and an enthusiastic tone, as well as ensuring that they are being served by front counter.
 - ii. being very attentive to the customers coming in. For example, a customer who comes in with a receipt usually means that their order was wrong in the drive-thru. Instead of making them get in line or wait at the front counter to talk to someone, be **proactive** by asking the guest if you can help them. This will usually make their overall experience a little better, even if we gave them a wrong item on their initial first order.
6. Body Language
 - a. Below Average: rarely smiling, leaning on counters, hands in pockets, lazy posture, daydreaming, back to the guests, etc.
 - b. Average: creating eye contact, sharing a smile
 - c. 2nd Mile:
 - i. Core 4
 - ii. walking and standing with confidence
 - iii. staying ready and attentive to serve at all times
7. Focused and Driven
 - a. Below Average: easily distracted from a task, lazy work ethic, Example: talking to other coworkers for an unnecessarily long amount of time while not doing any tasks to help production or cleaning
 - b. Average: following through on a task until it is completely done
 - c. 2nd Mile: doing more than what is expected on tasks

8. Proactive and Eager to Learn:
 - a. Below Average: disrespecting leadership, never asking what else could be done, not wanting to learn new things
 - b. Average: doing everything that is expected of you
 - c. 2nd Mile:
 - i. being humble when learning
 - ii. asking what more can be done
 - iii. teaching others what you learned so they can do the same, often times just by being a good example
9. Stocking Condiments
 - a. Below Average: never restocking anything
 - b. Average: restocking the tops of the counter with the supplies that are on top and both underneath the counter, and keeping the station clean
 - c. 2nd Mile: being innovative and attentive to things that might need to be adjusted for better experiences for our guests
10. Cleanliness
 - a. Below Average: barely cleaning tables and trays, as well as little to no sweeping
 - b. Average: cleaning tables and trays, sweeping inside the dining room as well as the parking lot, cleaning the playground and bathrooms, changing the trashes regularly, cleaning the highchairs, cleaning the glass to the entrance doors, as well as the kickplates in the bathroom doors and entrance doors
 - c. 2nd Mile:
 - i. in addition to the average description, cleaning the glass of the dining room, the window panes, the legs of the tables and chairs, the walls in the dining room, cleaning out drains, and cleaning anything else that appears to be dirty
11. Table Touch-ins:
 - a. Below Average: never talking to the guests beyond when they first order and receive their food
 - b. Average: asking guests to refresh their beverages and clear trays
 - c. 2nd Mile:
 - i. asking guests to refresh their beverages and clear their trays
 - ii. thoughtfully anticipating the needs of the guest by getting any items they may have forgotten (straws, napkins, forks, etc.)
 - iii. asking how their meal is, asking how their day is going, asking if they can get anything else for them
 - iv. engaging in intentional and meaningful conversation

Feedback:

It was a pleasure to evaluate you today, Jessica (Jace).