



Hospitality Staff Training & Performance Survey Checklist 2026

Employee Training Completion & Compliance

Verification of mandatory hospitality modules completed, including food safety, hygiene standards, and -service protocol adherence.

Training Completion Date

Training Module Name

- ☐ Food Safety & Hygiene
- ☐ Customer Service Excellence
- ☐ POS System Mastery
- ☐ Emergency & Fire Safety
- ☐ Alcohol Service Certification

Compliance Certifications Verified

- ☐ Health & Safety Certificate
- ☐ Food Handler Permit
- ☐ Liquor License Training
- ☐ First Aid Certification

Assessment Score (%)

Enter a number...

Upload Training Certificate

 Upload File

Trainer/Supervisor Signature

Service Delivery & Protocol Adherence

Assessment of staff execution regarding greeting standards, table service timing, order accuracy, and upselling techniques.

Observation Date

Enter date...

Greeting Protocol Adherence

- ☐ Exceeded Standards
- ☐ Met Standards
- ☐ Below Standards
- ☐ Not Observed

Service Standards Observed

- ☐ Timely Table Service
- ☐ Accurate Order Entry
- ☐ Menu Knowledge Demonstration
- ☐ Proper Table Clearing (Bussing)
- ☐ Upselling Techniques Applied

Average Response Time (Minutes)

Enter a number...

Detailed Performance Observations

Write something...

Supervisor Verification

Technical Skills & Equipment Proficiency

Evaluation of staff competency in using Point of Sale (POS) systems, reservation software, and kitchen/bar equipment maintenance.

POS System Proficiency Level

- ☐ Beginner - Requires supervision
- ☐ Intermediate - Can handle standard transactions
- ☐ Advanced - Can troubleshoot errors and train others

Equipment Handled During Shift

- ☐ Digital Reservation System
- ☐ Payment Terminals/Card Readers
- ☐ Espresso/Barista Machinery
- ☐ Kitchen Inventory Scanning Tools
- ☐ Cleaning/Sanitization Automation Tools

Number of Technical Errors Logged

Enter a number...

Equipment Maintenance Issues Identified

Write something...

Date of Last Technical Competency Assessment

Enter date...

Supervisor Validation Signature

Soft Skills & Guest Interaction Quality

Observation of communication clarity, professional grooming, body language, and the ability to handle guest complaints effectively.

Staff Grooming & Uniform Compliance

- ☐ Fully Compliant
- ☐ Minor Deviations
- ☐ Non-Compliant

Guest Greeting Speed (Seconds)

Tone of Voice & Communication Style

- ☐ Professional & Welcoming
- ☐ Neutral/Functional
- ☐ Impolite/Unprofessional

Observed Positive Soft Skills

- ☐ Active Listening
- ☐ Empathy
- ☐ Anticipating Guest Needs
- ☐ Conflict De-escalation
- ☐ Product Knowledge Sharing

Detailed Observations of Interaction

Write something...

Supervisor Verification

Safety, Sanitation & Compliance Standards

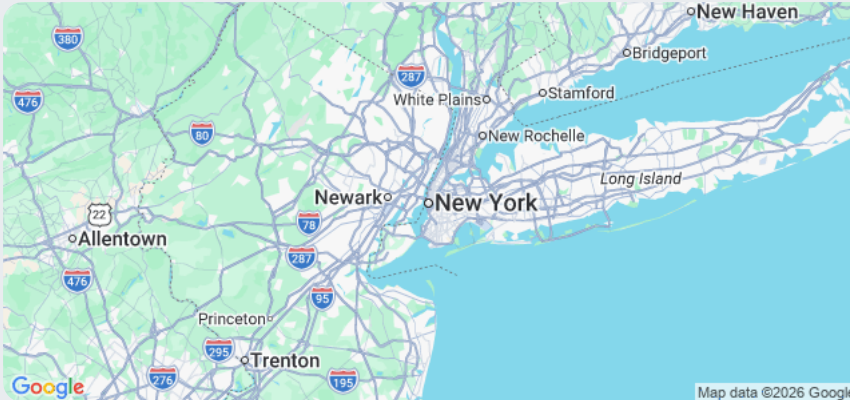
Audit of staff adherence to health and safety regulations, workstation cleanliness, and emergency procedure knowledge.

Inspection Date

Enter date...

Inspection Area (e.g., Kitchen, Dining Hall, Storage)

 [Set My Current Location](#)



Hand Hygiene Compliance Check

- ☐ Frequent handwashing observed
- ☐ Gloves used correctly
- ☐ Sanitizer stations fully stocked
- ☐ Non-compliant

Personal Protective Equipment (PPE) Status

- ☐ All staff wearing required gear
- ☐ Minor non-compliance
- ☐ Critical safety violation

Thermometer Calibration Accuracy (Variance in Degrees)

Enter a number...

Sanitation Non-Compliance Details

Write something...

Photo Evidence of Sanitation Issue

 Upload File

Supervisor Verification Signature

Teamwork & Operational Efficiency

Evaluation of internal communication between front-of-house and back-of-house, shift handover accuracy, and multitasking capabilities.

Communication Effectiveness Rating

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor

Observed Operational Bottlenecks

- ☐ Communication Breakdown
- ☐ Slow Food/Drink Delivery
- ☐ Inaccurate Order Transmission
- ☐ Staff Misalignment on Tasks
- ☐ None - Smooth Operations

Observations on Team Coordination

Write something...

Staff Response Time (Minutes)

Enter a number...

Supervisor Verification

Post-Training Feedback & Knowledge Retention

Surveying staff understanding of new 2026 service standards and identifying gaps in recent training workshops.

Training Completion Date

Enter date...

Training Module Completed

- ☐ Food Safety & Hygiene
- ☐ Customer Service Excellence
- ☐ POS System Mastery
- ☐ Emergency & Safety Protocols

Self-Assessed Competency Score (1-10)

Enter a number...

Areas Requiring Further Training

- ☐ Upselling Techniques
- ☐ Complaint Resolution
- ☐ Menu Knowledge
- ☐ Time Management

Feedback on Training Material Quality

Write something...

Trainer/Supervisor Acknowledgment

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✔ Finish

✎ Generate Sample Report