



Barista Training Assessment Checklist

Moonbarks Coffe Shop / Joanne Krisp / 23 Jun 2023

Complete

Score	20 / 26 (76.92%)	Flagged items	4	Actions	0
Site conducted					Unanswered
Site					Moonbarks Coffe Shop
Conducted on (Date and Time)					23 Jun 2023 12:30 PST
Barista (Full Name)					Joanne Krisp
Prepared by					Jill Mou
Location					Queen Elizabeth Dr, Bondi Beach NSW 2026, Australia

Flagged items

4 flagged

Assessment / Preparation

Does the barista wear hair restraints?

No

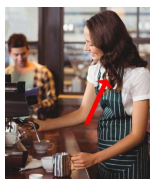


Photo 1

Assessment / Preparation

Did the barista check the availability of ingredients?

No

Joanne did not check the inventory list

Assessment / Execution

Can the barista distinguish between mild, medium and dark coffees?

No

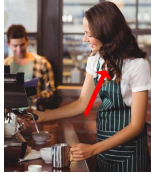
Joanne had a hard time in distinguishing medium and dark coffee.

Assessment / Services

Friendliness

Not Satisfied

Joanne did not greet the customer before she gets her order

Assessment	4 flagged, 20 / 26 (76.92%)
Preparation	2 flagged, 5 / 7 (71.43%)
Does the barista wear hair restraints?	No
	
Photo 1	
Does the barista wear clean clothing?	Yes
Does the barista follow good personal hygiene standards?	Yes
Did the barista check the security of the area?	Yes
Did the barista check the cleanliness of the store before opening?	Yes
Did the barista check the availability of ingredients?	No
Joanne did not check the inventory list	
Did the barista check the equipment before opening?	Yes
Execution	1 flagged, 4 / 5 (80%)
Does the barista follow food safety procedure?	Yes
Does the barista weigh, grind and brew coffee to standard?	Yes
Can the barista distinguish between mild, medium and dark coffees?	No
Joanne had a hard time in distinguishing medium and dark coffee.	
Does the barista serve beverages based on customers request?	Yes
Does the barista maintain the cleanliness of production area?	Yes
Services	1 flagged, 11 / 14 (78.57%)
Please rate the resource staff member on the following service attributes:	
Attentiveness	Excellent

Availability

Excellent

Courteousness

Excellent

Friendliness

Not Satisfied

Joanne did not greet the customer before she gets her order

Helpfulness

Excellent

Professional behavior

Excellent

Level of knowledge

Satisfied

Joanne had a hard time in explaining the difference between medium and dark coffee to her customer but was able to make it clear in the end

Completion

Observation and Recommendations

Joanne did well during her assessment, but she needs to improve on some aspects.

- She needs to review the differences between coffee grounds.
- She needs to be reminded on checking inventory list before opening the shop.
- She needs to review the standards and procedures.

Overall recommendation: She needs 2nd evaluation to check if she can improve after a refresher training

Training Supervisor (Full Name and Signature)



Jill Mou
23 Jun 2023 18:49 PST

Media summary

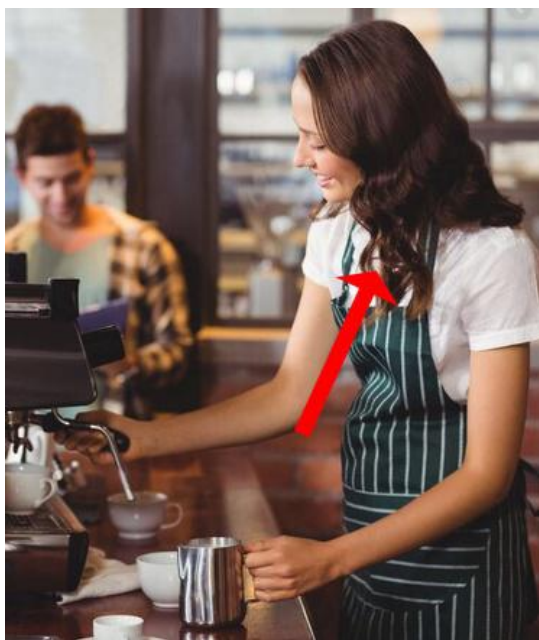


Photo 1