



## Barista Training Assessment Checklist

Moonbarks Coffe Shop / Joanne Krisp / 23 Jun 2023

Complete

Score	<b>76.92%</b>	Flagged items	<b>4</b>	Actions	<b>0</b>
<b>Site conducted</b>					Unanswered
<b>Site</b>					Moonbarks Coffe Shop
<b>Conducted on (Date and Time)</b>					23.06.2023 12:30 PST
<b>Barista (Full Name)</b>					Joanne Krisp
<b>Prepared by</b>					Jill Mou
<b>Location</b>					Queen Elizabeth Dr, Bondi Beach NSW 2026, Australia

## Flagged items

4 flagged

Assessment / Preparation

**Does the barista wear hair restraints?**

No

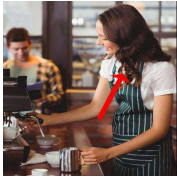


Photo 1

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, 76.92%

## Preparation

2 flagged, 71.43%

Does the barista wear hair restraints?

No

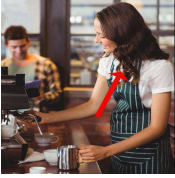


Photo 1

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, 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, 78.57%

Please rate the resource staff member on the following service attributes:

Attentiveness

Excellent

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**Availability**

Excellent

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**Courteousness**

Excellent

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**Friendliness**

Not Satisfied

Joanne did not greet the customer before she gets her order

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**Helpfulness**

Excellent

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**Professional behavior**

Excellent

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**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

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**Completion**

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**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

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**Training Supervisor (Full Name and Signature)**

Jill Mou  
23.06.2023 18:49 PST

## Media summary



Photo 1