

BRILLIANT BARISTA EVALUATION

DRINK MAKING

_____ **AVERAGE TIME PREPARING 10 DRINKS IN SUCCESSION (25)**
80-76 SECONDS=15 PTS. 75-66 SECONDS=20 PTS. 65 SECONDS OR LESS=25 PTS.

_____ **BARISTA KNOWS WHEN & HOW TO ADJUST THE GRIND (10)**

_____ **BARISTA PULLING A SHOT (15)**
OUNCES(5)_____ TIME(5)_____ CREMA(5)_____

_____ **EMPLOYEES SKILL ON MAKING HOT DRINKS (25)**
FOAM(5)_____ SWIRL(5)_____ TEMP.(5)_____
COFFEE FLAVOR(5)_____ SYRUP FLAVOR(5)_____

_____ **EMPLOYEES SKILL ON MAKING ICED DRINKS (15)**
TEMP.(5)_____ COFFEE FLAVOR(5)_____ SYRUP FLAVOR(5)_____

_____ **EMPLOYEES SKILL ON MAKING BLENDED DRINKS (10)**
FLAVOR(5)_____ CONSISTENCY(5)_____

_____ **BARISTA'S KNOWLEDGE ON PREPARATION OF ALL DRINKS (10)**

_____ **BARISTA RECOGNIZES DRINK SIZES AND 'LINGO' (5)**

_____ **TOTAL (OUT OF 115)**

BRILLIANT BARISTA EVALUATION

CUSTOMER SERVICE

_____ **THE EMPLOYEE HAS A SENSE OF URGENCY FOR ASSISTING CUSTOMERS (10)**

_____ **THE BARISTA ACKNOWLEDGES THE CUSTOMER WITHIN 10 SECONDS (5)**

_____ **IS CONSISTENTLY FRIENDLY, OUTGOING & HAPPY (5)**

_____ **EMPLOYEE MAKES CONVERSATION WITH ALL CUSTOMERS (10)**

_____ **MISTAKES ARE EAGERLY ACKNOWLEDGED AND CORRECTED (5)**

_____ **THE CUSTOMER IS GIVEN A REASON TO RETURN (5)**

_____ **THE BARISTA IS INFORMATIVE OF NEW ITEMS AND PROMOTIONS (5)**

_____ **THE EMPLOYEE IS FAMILIAR WITH REGULAR CUSTOMERS & THEIR DRINKS (5)**

_____ **CUSTOMERS ALWAYS COME FIRST TO THIS EMPLOYEE (10)**

_____ **TOTAL (OUT OF 60)**

BRILLIANT BARISTA EVALUATION

TEAMWORK

_____ **EMPLOYEE ASSISTS OTHER EMPLOYEES (5)**

_____ **IF ASKED, THE EMPLOYEE CAN COVER SHIFTS (5)**

_____ **AFTER A SHIFT ITEMS ARE STOCKED AS NEEDED (5)**

_____ **SHIFT DUTIES ARE COMPLETED EACH DAY (5)**

_____ **WHEN ASKED, OTHER TASKS ARE COMPLETED (5)**

_____ **THE BARISTA IS AWARE OF STORE & SHIFT GOALS (5)**

_____ **TOTAL (OUT OF 30)**

BRILLIANT BARISTA EVALUATION

PAPERWORK & POLICIES

_____ **EMPLOYEE READS & INITIALS ALL MEMOS (5)**

_____ **CASHIERING POLICIES ARE CONSISTENTLY FOLLOWED (10)**

_____ **EMPLOYEE ARRIVES PROMPTLY AND PREPARED TO EACH SHIFT (5)**

_____ **CLEAN & CORRECT UNIFORM IS CONSISTENTLY WORN (5)**

_____ **THE WORK PHONE IS NOT ABUSED FOR PERSONAL USE (5)**

_____ **EMPLOYEE IS KNOWLEDGEABLE OF ALL DISCOUNT POLICIES (5)**

_____ **DEPOSIT PROCEDURES ARE FOLLOWED WITH CONSISTENCY (10)**

5

_____ TOTAL (OUT OF 45)

TOTAL _____ / 250

**EMPLOYEE MUST RECEIVE A _____ OR BETTER.
IF THE ABOVE TOTAL IS LESS THAN NEEDED, THE EMPLOYEE HAS
_____ WEEKS TO IMPROVE BEFORE RE-EVALUATION.**