



Tobago Hospitality & Tourism Institute (THTI)

PERFORMANCE ASSESSMENT FORM – EXTERNSHIP

ASSOCIATE DEGREE IN FOOD AND BEVERAGE OPERATIONS

Name of Intern: _____

Name of Organization: _____

Period of Internship: From: _____ to: _____

The Food and Beverage Operations Associate Degree interns are required to complete a total of **320 hours** of Internship in the following areas:

Restaurant and Bar	160 hours
Banqueting	40 hours
Purchasing and Stores	40 hours
Stewarding	40 hours
Accounts/Finance	40 hours

Rating Scale for the Business and Technical Competencies:

- 5 Outstanding
- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor

Outstanding: Performance is far above normal standards for the position. Intern is making a superior contribution to the organization.

Excellent: Consistently competent performance exceeding standards in most critical factors for the position.

Good: Meets the requirements of the position in a competent manner.

Fair: Total performance periodically or regularly falls short of normal standards.

Poor: Performance clearly inadequate in one or more critical factors. Employee has demonstrated inability to meeting standards. Performance not acceptable for position held.



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ASSESSMENT OF TECHNICAL COMPETENCIES (320 Contact Hours)

RESTAURANT AND BAR (Contact Hours – 160)	RATING				
	1	2	3	4	5
Demonstrates an understanding of how to greet and welcome guests according to company policy and standards.					
Demonstrates suggestive selling techniques.					
Demonstrates how to recite and explain menus using appropriate descriptors.					
Demonstrates the ability to take food and beverage orders accurately.					
Demonstrates a basic understanding of the point of sale system used to generate a cheque for the guest and place an order.					
Demonstrates an understanding of sequence of service and how to pick up food and beverage orders.					
Demonstrates the ability to serve guests in the proper sequence while ensuring service protocol.					
Demonstrates the ability to carry trays with glassware and other wares and cutlery.					
Demonstrates a basic understanding of the required glassware for beer, wine, cocktails, spirits and liqueurs.					
Demonstrates a basic understanding of garnishes used in beverages.					
Demonstrates the ability to serve beverages while ensuring service protocol.					
Demonstrates the ability to present a cheque to a guest and deliver the receipt.					
Demonstrates the ability to perform the different mixing methods					



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for beverages/cocktails.					
Demonstrates the ability to identify the different categories of alcohol.					
Demonstrates an understanding of how to do opening and closing inventory.					
Demonstrates the ability to pour drinks properly reducing/eliminating spillage & over pouring.					
Demonstrates the ability to maintain a safe work environment.					
MAXIMUM RATING: 85/85	INTERN RATING:				
COMMENTS:					



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STEWARDING (Contact Hours - 40)	RATING				
	1	2	3	4	5
Demonstrates an ability to identify the utensils and crockery necessary for various types of service.					
Demonstrates an ability to perform efficient and timely service set up and breakdown, particularly the buffet areas.					
Demonstrates the correct methods to clean and sanitize service area.					
Demonstrates the correct methods to clean and sanitize all dining / service equipment, tools and utensils (crockery, cutlery and glassware).					
Demonstrates the proper use of PPE (personal protective equipment).					
Demonstrates the ability to identify the different chemicals used and to understand their use.					
Demonstrate efficient lifting, mopping and sweeping techniques.					
Demonstrates the ability to maintain a safe work environment.					
MAXIMUM RATING: 40/40	INTERN RATING:				
COMMENTS:					

BANQUETING (Contact Hours - 40)	RATING				
	1	2	3	4	5
Demonstrates proficiency in Microsoft Word, Excel and Outlook.					
Demonstrates the ability to serve three (3) guests at a time utilizing the appropriate technique/equipment.					
Demonstrates willingness to work and stand for long hours.					



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Demonstrates the ability to read and interpret event function sheets for proper set up.					
Demonstrates the ability to maintain a safe work environment.					
MAXIMUM RATING: 25/25	INTERN RATING:				
COMMENTS:					

ACCOUNTS AND FINANCE (Contact Hours - 40)	RATING				
	1	2	3	4	5
Demonstrates an understanding of the basic financial statements (cash flow statement, profit and loss accounts and the balance sheet).					
Demonstrates a basic understanding of how a budget is prepared.					
Demonstrates an ability to analyse and assess various numerical data.					
Demonstrates a basic understanding of the company pay roll system.					
Demonstrates a willingness to assist in filing and audits.					
Demonstrates a basic understanding of and willingness to assist in the different areas of the company's finance department such as accounts payable, accounts receivable and petty cash					
Demonstrates the ability to maintain a safe work environment					
MAXIMUM RATING: 35/35	INTERN RATING:				
COMMENTS:					



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PURCHASING AND STORES (Contact Hours - 40)	RATING				
	1	2	3	4	5
According to the organization policy and procedure, demonstrates the ability to learn and understand the use of procurement systems.					
Demonstrates a basic understanding of the various costing methods used in purchasing					
Demonstrates an understanding of stock rotation and store room management (understanding of FIFO, LIFO and AVCO methods)					
Demonstrates an understanding of the purchasing and storage tools that are used in the industry such as Microsoft Excel etc.					
Demonstrates an understanding of the company's requisitioning techniques and various forms.					
Demonstrates an understanding of the company's inventory methods					
Demonstrates the ability to maintain a safe work environment					
MAXIMUM RATING:35/35	INTERN RATING:				
COMMENTS:					



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ASSESSMENT OF BUSINESS COMPETENCIES

Managing Self	RATING				
	1	2	3	4	5
Commitment to internship goals and objectives					
Planning and Goal setting: effectiveness in working with others to plan and execute activities					
Productivity and application to assigned tasks and work output during internship					
Time management: ability to complete tasks on schedule, work under pressure and handle multiple assignments at the same time					
Ability to perform independently with minimal supervision					
Punctuality and Regularity – not developing a pattern of tardiness and absenteeism					
Displays enthusiasm, motivation and positive attitude towards work					
Demonstrates professionalism and care in personal qualities, tidiness, dress and hygiene					
SUB TOTAL:					



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Communication, Influence and Team Work	RATING				
	1	2	3	4	5
Staff relations: ability to get along with other workers, to resolve conflicts and problems, to impart knowledge					
Ability to work within a team					
Demonstrates listening skills by asking and paying attention					
Communicates effectively when speaking to internal and external customers					
SUB TOTAL:					

Analyzing and Solving Problems	RATING				
	1	2	3	4	5
Good judgement: ability to make sound and fair decisions and to diffuse or solve difficult problems					
Comprehends a situation by separating it into its constituent parts, making inferences about the implications in a logical and systematic manner					
SUB TOTAL:					

Personal Creativity and Innovation	RATING				
	1	2	3	4	5
Willingness to innovate, take initiative and follow through					
Open to new and different ways of doing things					
SUB TOTAL:					



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Customer and Stakeholder Focus	RATING				
	1	2	3	4	5
Demonstrates quality customer service to both internal and external customers					
SUB TOTAL:					
MAXIMUM RATING:85/85			INTERN RATING:		

Technical Competencies Sub Total	
Business Competencies Sub Total	
INTERN TOTAL RATING	

GENERAL COMMENTS:

Date of Assessment: _____

Assessment Completed By: _____

Position: _____

Date Reviewed with Intern: _____

Employer/Supervisor Signature: _____

Organization Stamp: _____

Intern Signature: _____