

CASTILLO COFFEE EMPLOYEE EVALUATION GUIDE

Certification Policy:

- i. Castillo Coffeehouse desires that all employees take advantage of growth opportunities provided by the company.
 - ii. As such, any employee wishing to move up to the position of Barista must complete a Barista readiness module.
 - iii. Completion of module will culminate with hands-on demonstration of knowledge applications in 5 areas including food safety standards, espresso/ steam wand handling, sanitation, drink preparation, and workmanship.
 - iv. Prior to certification, rubric will be used as a general guideline to assess employee readiness for certification.
 - Opportunities for training on Espresso machine will be provided several weeks before certification.
 - v. Should any employee choose to undergo Barista certification, the attached rubric will be re-used to determine eligibility.
 - vi. An employee must perform at a Master Level in all categories in order to successfully qualify for Barista Certification.
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Employee Name: _____

Date of certification assessment: _____

Employee I.D #: _____

Evaluator: _____

Date of eligibility assessment: _____

Certification granted? _____

Rubric definitions:

- During the course of 10 drink preparations,
 - Continual = 6 times or more.
 - Occasional = 4 times or more.
 - Minimal = 3 times or less.
 - Never = 0.

	Novice	Apprentice	Practitioner	Master
Food Safety Standards	<ul style="list-style-type: none"> Adheres to food safety standards to the best of their ability; always refers to manual & guidebook to make food safe decisions. Relies on co-worker suggestions to make educated decisions. Demonstrates learned knowledge through the application of personal hygiene such as hand washing and the use of clean aprons. Requires continual reminders. 	<ul style="list-style-type: none"> Adheres to food safety standards to the best of their ability; continually relies on manual & guidebook to make food safe decisions. Relies on both knowledge and co-worker suggestions to make educated decisions. Demonstrates learned knowledge through the application of personal hygiene such as hand washing and the use of clean aprons. Requires occasional reminders. 	<ul style="list-style-type: none"> Adheres to food safety standards to their best of their ability; occasionally refers to manual & guidebook to make food safe decisions. Relies mostly on knowledge and some co-worker suggestions to make educated decisions. Demonstrates learned knowledge through the application of personal hygiene such as hand washing and the use of clean aprons. Requires minimal reminders. 	<ul style="list-style-type: none"> Adhere to food safety standards to their best of their ability; never refers to manual & guidebook to make food safe decisions. Relies on knowledge to make educated decisions. Demonstrates learned knowledge through the application of personal hygiene such as hand washing and the use of clean aprons. Requires no reminders.
Espresso Machine & Steam Wand Handling	<ul style="list-style-type: none"> Maintains efficient operation of espresso machine & accompanying wand by practicing established care protocol (as provided by machine manufacturer) with continual direction. Ensures that steam wand runs properly by using steam operation to clear milk from wand after every use with continual reminders. Refills/ disposes ground espresso coffee as required with continual reminders. 	<ul style="list-style-type: none"> Maintains efficient operation of espresso machine & accompanying wand by practicing established care protocol (as provided by machine manufacturer) with continual direction. Ensures that steam wand runs properly by using steam operation to clear milk from wand after every use with continual reminders. Refills/ disposes ground espresso coffee as required with occasional reminders. 	<ul style="list-style-type: none"> Maintains efficient operation of espresso machine & accompanying wand by practicing established care protocol (as provided by machine manufacturer) with minimal direction. Ensures that steam wand runs properly by using steam operation to clear milk from wand after every use with minimal reminders. Refills/ disposes ground espresso coffee as required with minimal reminders. 	<ul style="list-style-type: none"> Maintains efficient operation of espresso machine & accompanying wand by practicing established care protocol (as provided by machine manufacturer) with no direction. Ensures that steam wand runs properly by using steam operation to clear milk from wand after every use with no reminders. Refills and disposes ground espresso coffee as required with no reminders.
Sanitation	<ul style="list-style-type: none"> Proficiently adheres to cleanliness and sanitation guidelines (as outlined by governmental organizations) through reliance on manuals and co-workers. Demonstrates high attention to sanitation & cleanliness through the wiping down, washing, safe disposal, and proper storage of station dishes, materials, ingredients, and products with continual assistance. 	<ul style="list-style-type: none"> Proficiently adheres to cleanliness and sanitation guidelines (as outlined by governmental organizations) through occasional reliance on manuals and co-workers. Demonstrates high attention to sanitation & cleanliness through the wiping down, washing, safe disposal, and proper storage of station dishes, materials, ingredients, and products with occasional assistance. 	<ul style="list-style-type: none"> Proficiently adheres to cleanliness and sanitation guidelines (as outlined by governmental organizations) through minimal reliance on manuals and co-workers. Demonstrates high attention to sanitation & cleanliness through the wiping down, washing, safe disposal, and proper storage of station dishes, materials, ingredients, and products with minimal assistance. 	<ul style="list-style-type: none"> Proficiently adheres to cleanliness and sanitation guidelines (as outlined by governmental organizations) through no reliance on manuals or co-workers. Demonstrates high attention to sanitation & cleanliness through the wiping down, washing, safe disposal, and proper storage of station dishes, materials, ingredients, and products with no assistance/ direction.
Drink Preparation	<ul style="list-style-type: none"> Demonstrates ability to create a wide variety of hot and cold drinks with continual assistance and reference guide. Capable of creating/ tailoring personalized drinks with assistance. 	<ul style="list-style-type: none"> Demonstrates ability to create a wide variety of hot and cold drinks with occasional assistance and occasional use of reference guide. Capable of creating/ tailoring personalized drinks with occasional assistance. 	<ul style="list-style-type: none"> Demonstrates ability to create a wide variety of hot and cold drinks with little assistance and minimal use of reference guide. Capable of creating/ tailoring personalized drinks with minimal assistance. 	<ul style="list-style-type: none"> Demonstrates ability to create a wide variety of hot and cold drinks with no assistance and no use of reference guide. Capable of creating/ tailoring personalized drinks without assistance.
Workmanship	<ul style="list-style-type: none"> Demonstrates pride of workmanship by ensuring that workstation remains mess-free and tidy during drink preparation with constant reminders. Ensures that drinks are prepared correctly with a great amount of attention on aesthetic and presentation. Required assistance and/or direction. 	<ul style="list-style-type: none"> Demonstrates pride of workmanship by ensuring that workstation remains mess-free and tidy during drink preparation with occasional reminders. Ensures that drinks are prepared correctly with a great amount of attention on aesthetic and presentation. Required occasional assistance and/ or direction. 	<ul style="list-style-type: none"> Demonstrates pride of workmanship by ensuring that workstation remains mess-free and tidy during drink preparation with minimal reminders. Ensures that drinks are prepared correctly, with a great amount of attention on aesthetic and presentation. Required minimal assistance and/or direction. 	<ul style="list-style-type: none"> Demonstrates pride of workmanship by ensuring that workstation remains mess-free and tidy during drink preparation with no reminders. Ensures that drinks are prepared correctly, with a great amount of attention on aesthetic and presentation. No assistance and/or direction was required.