

 Grading Rubric

The grading rubric outlines the **criteria and performance standards** used to evaluate your work. Review it in advance so you know how marks are allocated.

[Access Grading Rubric](#)

Submission status

Submission status	This assignment does not require you to submit anything online
Grading status	Graded
Last modified	-
Submission comments	> Comments (0)

Grading criteria

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1. Use of Equipment & Hygiene (All Areas) - 20%	Shows no effort or understanding of how to handle equipment. Uses tools incorrectly or dangerously. Fails to clean or sanitize the work area. Completely disregards hygiene and safety protocols. Malus 0 points	Handles equipment incorrectly or dangerously. No understanding of proper use. Fails to clean or sanitize work area or tools. Compromises safety or hygiene. 4 points	Frequently uses equipment incorrectly, causing delays or mistakes. Hygiene is inconsistent; multiple violations of food safety rules. 8 points	Uses most equipment correctly but makes avoidable mistakes. Hygiene standards are partly met but require reminders. 12 points	Uses equipment properly with minor errors. Keeps workstation clean, adheres to hygiene protocols with few lapses. 16 points	Demonstrates expert-level handling of all equipment across kitchen, bar, and service. Maintains pristine hygiene standards at all times, exceeding safety expectations. 20 points
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2. Adherence to Procedures & Accuracy of Execution - 20%	Makes no attempt to follow standard procedures . Ignores instructions and disrupts workflow. Tasks are performed incorrectly or not at all, resulting in unacceptable quality or timing. 0 points	Ignores or doesn't know standard operating procedures (SOPs). Repeatedly disrupts workflow or produces unacceptable results. 4 points	Attempts to follow procedures but makes major mistakes, affecting quality or timing of service. 8 points	Follows procedures inconsistently. Several errors in sequence or timing reduce efficiency. 12 points	Follows SOPs with few errors. Work is mostly accurate, meets expected timing and quality standards. 16 points	Executes every task flawlessly , in perfect sequence and timing. Anticipates next steps, optimizing workflow with zero errors. 20 points
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3. Communication & Teamwork (Peers & Supervisors) - 15%	No communication with team or supervisors. Refuses to cooperate. May cause conflict or service breakdowns through inaction or disruptive behaviour. 0 points	No communication or creates conflict. Refuses teamwork, ignores instructions, causes breakdown in service. 3 points	Communicates unclearly or at the wrong time. Poor listening skills. Rarely collaborates or supports peers. 6 points	Communicates basic information but lacks clarity or timeliness. Works with team when prompted, not proactive. 9 points	Communicates well most of the time, listens to feedback, supports peers, minor gaps in timing or tone. 12 points	Communicates clearly, professionally, and proactively. Builds positive team spirit, ensures smooth coordination, anticipates needs of others without prompting. 15 points
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4. Guest Experience & Client Expectations (Service Focus) - 15%	Shows no regard for guest experience. Ignores client needs, uses improper etiquette, or displays a negative attitude. May alienate or upset guests. 0 points	Shows no understanding of guest needs, ignores service etiquette, negative attitude towards guests. 3 points	Minimal effort to meet guest expectations, inconsistent etiquette, limited engagement. 6 points	Meets basic expectations but lacks initiative to improve guest experience, occasionally impersonal or mechanical. 9 points	Anticipates guest needs, offers friendly and professional service, responds well to requests, small gaps remain. 12 points	Delivers exceptional, personalized service that exceeds guest expectations. Reads non-verbal cues, adapts approach to enhance experience at every step. 15 points
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5. Professionalism (Punctuality, Dress Code, Attitude) - 15%	Repeatedly late or absent. Disregards dress code. Displays consistently poor attitude, disrespect, or lack of responsibility toward peers and clients. 0 points	Late more than once, does not meet dress code, displays poor attitude or disrespect towards colleagues or clients. 3 points	Late once or unprepared, inconsistent with dress code, unprofessional attitude at times. 6 points	Generally punctual and appropriate, occasional lapses in dress code or tone. 9 points	Always punctual, neat, respectful, positive attitude with rare minor lapses. 12 points	Consistently punctual, well-groomed, positive, and respectful. Acts as a role model for professional standards. 15 points
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6. Proactiveness & Problem-Solving (All Areas) - 15 %	Completely passive. Waits to be told what to do. Ignores visible problems and makes no attempt to respond, help, or suggest solutions. 0 points	Shows no initiative, waits for instructions, ignores issues even when visible. 3 points	Limited initiative, slow to react to problems, rarely seeks solutions independently. 6 points	Responds to issues when prompted, occasionally proposes solutions but needs support. 9 points	Anticipates some needs, reacts quickly to problems, suggests workable solutions. 12 points	Highly proactive, anticipates needs, prevents issues before they arise, solves problems independently and effectively, adds value beyond expectations. 15 points
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Feedback

Grade

48.00 / 100.00

Graded on

Friday, 26 June 2026, 4:59 PM

Graded by	BB Benjamin Brochet
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**Feedback
comments**

Hello

A quiet student

He lacked initiative and presence, especially in the various restaurants—which is a shame

Grade breakdown

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