Dining Services Student Employment Evaluation: Rubric

Instructions: This assessment is intended to assess student proficiency in student employment at UNT.

- To use the assessment, review the competency definition and behaviors, then select the score that corresponds to your observations of the student.

- Use the N/O column when the dimension is Not Observed and/or you do not have enough information to assess.

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Career Center

Competency	Behavior Evaluated
Display Situational Awareness	1. Wears proper nametag on upper-right chest 2. Ensures all service standards are met or exceeded 3. Produces work with urgency and according to food safety standards 4. Reviews and improves work to meet expected standards 5. Arrives on time for all scheduled shifts 6. Prioritizes issues and anticipates guest needs
Act with Integrity	1. Adheres to uniform and grooming expectations 2. Keeps uniform clean and wrinkle-free 3. Alerts manager when issues arise 4. Avoids unproductive conversation (e.g., gossip) 5. Maintains cleanliness even without instruction ("lean or clean")
Demonstrate Dependability	1. Attends all scheduled shifts 2. Stays productive while on duty 3. Comes to work prepared and ready to contribute
Oral Communication	1. Communicates absences or tardiness in advance
Non-Verbal Communication	1. Maintains professional demeanor (body language, posture, tone, eye contact)
Build Relationships for Collaboration	1. Sets a positive example to coworkers 2. Maintains a positive, team-oriented attitude 3. Acts as a service-oriented and collaborative team member
Achieve Goals	1. Adheres to all expectations and consistently achieves quality output 2. Participates in required trainings and meetings 3. Exceeds service expectations 4. Completes a high volume of work effectively

Grading Scale	Proficient Level	Definition
Emerging Knowledge	Needs Development	Rarely demonstrates the competency; requires frequent supervision or reminders; is still learning basic expectations.
Understanding	Basic Proficiency	Understands the competency conceptually and performs basic tasks with guidance; occasionally needs support or reminders.
Early Application	Proficient	Regularly applies the competency with minimal supervision; meets expectations independently; demonstrates reliability.
Advanced Application	Exceeds Expectations	Consistently goes above and beyond; mentors others; improves processes or outcomes; shows leadership in this area.