

Professionalism in the Workplace: Observation

Student Name: _____ Class Period: _____ Date: _____

Business Name: _____

Street Address: _____

Manager's Name: _____

Observation Date: _____ Time Arrived: _____ Length of Visit: _____

DIRECTIONS: Please answer the following questions ranking each 1-5, with 1 for poor professionalism and 5 for excellent professionalism.

1. You are greeted within three minutes of entering the place of business.
1 2 3 4 5
2. Employees are dressed appropriately for place of business.
1 2 3 4 5
3. Employees interact professionally with each other.
1 2 3 4 5
4. Employees are on task and helping customers.
1 2 3 4 5
5. Place of business is clean and well maintained.
1 2 3 4 5
6. Manager is easily accessible.
1 2 3 4 5
7. You feel respected and valued as a customer.
1 2 3 4 5
8. Company/business values, mission, or customer policy is posted/visible to everyone.
1 2 3 4 5
9. Employees interact with customers professionally.
1 2 3 4 5
10. Company/business appears to be reputable.
1 2 3 4 5
11. List three to five things that you noticed about this company's professionalism.

12. List three to five things that this company could do to improve their professionalism.

