

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.

Student Name: _____

Date: _____

Professionalism in the Workplace: Observation Form/Discussion Rubric

Criteria	Excellent 4	Above Average 3	Below Average 2	Poor 1
Discussion: Clarity of Speech	Speaks clearly and distinctly all (95-100%) the time, and mispronounces no words.	Speaks clearly and distinctly all (95-100%) the time, but mispronounces one word.	Speaks clearly and distinctly most (85-94%) of the time. Mispronounces no more than one word.	Often mumbles or cannot be understood OR mispronounces more than two words.
Discussion: Preparedness	Student is completely prepared and has obviously prepared for the discussion.	Student seems somewhat prepared but might have needed more preparation time.	Student is somewhat prepared but it is clear that minimal time was spent preparing for the discussion.	Student does not seem at all prepared to discuss the topic.
Discussion: Use of Vocabulary	Uses vocabulary appropriate for the group. Extends group vocabulary by defining words that might be new to the group.	Uses vocabulary appropriate for the group. Included one or two words that might be new to the group but does not define them.	Uses vocabulary appropriate for the audience. Does not include any vocabulary that might be new to the group.	Uses several (five or more) words or phrases that are not understood by the group.
Discussion: Focus	Stays on topic all (95-100%) of the time.	Stays on topic most (85-94%) of the time.	Stays on topic some (75-84%) of the time.	The student does not stay on topic and attempts to redirect or derail the discussion.
Observation Form: Content	All questions are answered completely and thoughtfully. There are no grammatical errors in the student responses.	All questions are answered completely and thoughtfully, but there are some (one to five) grammatical errors in the student responses.	All questions are answered, but it is clear that very little thought was involved in completing the observation. Grammatical errors make the form difficult to read.	No form is submitted.
Observation Form: Neatness	All sections neatly completed. Form is free from stray marks, tears, and folds.	All sections neatly completed, but form includes one or two stray marks, tears, and/or folds.	More than two questions on the form are incomplete or answered in a messy fashion. The form is very unprofessional in appearance.	No form is submitted.

TOTAL POINTS: _____

Point to Grade Conversion Scale:
22-24 = A
19-21 = B
17-18 = C
15-16 = D
14 or Below = F