

**Role in the Show Observation Form**

**Date:** \_\_\_\_\_

**Host:** \_\_\_\_\_

**Coach:** \_\_\_\_\_

Performance		Comments
1. Has positive energy	1 2 3 4 5	
2. Hints at enchantment	1 2 3 4 5	
3. Offers incantations	1 2 3 4 5	
4. Engages children	1 2 3 4 5	
5. Loves candy	1 2 3 4 5	
Approachability		Comments
6. Neatly groomed	1 2 3 4 5	
7. Correctly costumed	1 2 3 4 5	
8. Makes eye contact	1 2 3 4 5	
9. Welcoming posture	1 2 3 4 5	
10. Offers to help	1 2 3 4 5	
Product		Comments
11. Recommends candy	1 2 3 4 5	
12. Offers samples	1 2 3 4 5	
13. Shares ingredients	1 2 3 4 5	
14. Knows stock	1 2 3 4 5	
15. Upsells product	1 2 3 4 5	
Work		Comments
16. Works quickly	1 2 3 4 5	
17. Fills orders correctly	1 2 3 4 5	
18. Bills correct amount	1 2 3 4 5	
19. Assists employees	1 2 3 4 5	
20. Does side work	1 2 3 4 5	

Overall rating ☹️☹️ ☹️ ☺️ ☺️☺️

Total Score \_\_\_\_\_

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## **Role in the Show Observation Form Tips**

Judge performance based on the following criteria.

### **Performance**

Has positive energy – Demonstrates enjoyment in the environment without overacting

Hints at enchantment – Speaks in themed language naturally and without hesitation

Offers incantations – Uses themed phrases and bits of business in conversations

Engages children – Shares the love of candy, fun and excitement with children

Loves candy – Raves about the candy and how good it is

### **Approachability**

Neatly groomed – Wears appropriate earrings, nail polish and hair color, was shaved and washed, used deodorant, was not overly perfumed

Correctly costumed – Wears the assigned costume, with belt at waist, safe shoes

Makes eye contact – Made friendly eye contact with all customers as they entered the area

Welcoming posture – Communicate open, friendly body language (IE-standing tall, not slouching, leaning or sitting, arms not crossed in front of chest, palms open rather than backhanded, hands out of pocket, feet faced forward and slightly open towards the customer)

Offers to help – Eager to assist customers in selecting the perfect candy for their needs

### **Product**

Recommends candy – Asks customers what they like and recommends appropriate candies

Offers samples – Encourages customers to taste samples of product that interests them

Shares ingredients – Knows and explains the composition of products to customers

Knows stock – Aware of available items and where those items are located

Upsells product – Recommends aligned product to purchasing customers

### **Work**

Works quickly – Performed assigned duties in a timely manner

Fills orders correctly – Orders are completed without confusion or issue

Bills correct amount – Rings up the correct amount and provides the correct change

Assists employees – Pitches in to help other team members when not busy with a customer

Does side work – Finds productive things to do when not helping a customer (IE-including cleaning, sweeping, straightening, stocking, replenishing)

## **Role in the Show Observation Process**

Follow this process when deciding which employee to observe.

1. Print out a team member roster.
2. Look for employee who have not been observed, or who have been observed less than others.
3. Confer with management and other leaders to include any employees who may need additional coaching.
4. Do not single out employees for repeatedly observations.

Follow this process when delivering show notes.

1. Approach the employee.
2. Tell the employee you will be observing, or have observed, the performance.
3. Explain that your job is to provide helpful performance tips.
4. Ask the employee to follow you to a quiet area where you can talk in private.
5. Ask the employee how he thinks the performance went.
6. Share your general observations about the performance with the employee.
7. Display and explain the Role in the Show Observation Form.
8. State that you will give the employee the form at the end of the conversation and that the specific notes will not go into that employee's file.
9. Discuss the items on the Role in the Show Observation Form.
10. Sandwich your observations by placing each negative comment in-between two positive ones.
11. Offer tips for improvement.
12. Ask the employee for observations and comments.
13. Thank the employee for being a member of the team.
14. Send the employee back to their assigned position.