

# 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.

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

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