



## Front Desk Agent Self Review Checklist

Name: \_\_\_\_\_

Date of Review: \_\_\_\_\_

<b>Rating Scale:</b>	<b>A = Very good – up to standard</b>		
	<b>B = Good – room for some improvement</b>		
	<b>C = Below standard – a key area for me to focus on development</b>		
<p>For each task listed, rate your degree of competency based on how well you perform these tasks on the job. The Front Desk Agent National Occupational Standards may be referenced for further information on each skill listed.</p> <p>Share your results with your immediate supervisor or a peer and seek their opinion to help you prepare and plan on improvements. Once you have mastered all of the skills, <b>please sign</b> the bottom of the <i>Supervisor/Mentor Sign-off and Request for Performance Evaluation Form</i>. After your supervisor has completed the form, please ensure the form, with <b>both signatures</b>, is returned to your local Tourism Human Resource Organization (HRO).</p>			
	Maintains a professional appearance		Checks in groups
	Exhibits professional attributes, e.g. friendly, empathetic		Prepares for departures
	Operates as a team member		Checks out guests and groups
	Follows policies and procedures		Verifies late departures
	Manages time effectively		Completes departures follow up
	Participates in professional development		Operates office equipment, e.g. credit card imprinter, fax
	Communicates effectively		Uses operational systems, e.g. computer and manual
	Uses listening skills		Uses e-mail, voice mail and internet effectively
	Assists guests with special needs		Processes calls, e.g. takes calls, records messages
	Has knowledge of the property, e.g. facilities, room rates		Makes log entries, e.g. guests' concerns, security problems
	Has information on regional tourism events and facilities		Follows procedures for shift change
	Promotes the tourism sector		Maintains work area
	Responds to guests' concerns		Keeps accurate occupancy status information
	Determines guests' reservation needs		Follows procedures for handling keys or cards
	Uses techniques to sell reservations		Handles guests' mail
	Takes, changes, cancels and confirms reservations		Secures and stores guests' valuables and luggage
	Accommodates requests for room changes		Processes financial transactions
	Prepares for arrivals		Follow safety and emergency guidelines
	Checks in guests		Protects security of property, guests and co-workers
	Accommodates walk-ins		Complies with legislation, e.g. tobacco use and liquor service



## **Front Desk Agent Performance Evaluation Information**

### **Skills in Evaluation**

A1.0	Exhibit Professional Service
A2.0	Use Communication Skills
B3.0	Provide Information Services
B4.0	Respond to Guest's Concerns
D1.0	Process Guest Arrivals
D2.0	Process Guest Departures
F2.0	Follow Security Guidelines



Review Checklist for  
Front Desk Agent  
Supervisor/Mentor Sign-off & Request for Performance  
Evaluation

Candidate's Name: \_\_\_\_\_ Date of Review: \_\_\_\_\_

<b>Rating Scale:</b>	<b>A = Very good – up to standard</b>		
	<b>B = Good – room for some improvement</b>		
	<b>C = Below standard – a key area for me to focus on development</b>		
For each task listed, rate the candidate's degree of competency based on how well s/he performs these tasks on the job. The Front Desk Agent National Occupational Standards may be referenced for further information on each skill listed.			
	Maintains a professional appearance		Checks in groups
	Exhibits professional attributes, e.g. friendly, empathetic		Prepares for departures
	Operates as a team member		Checks out guests and groups
	Follows policies and procedures		Verifies late departures
	Manages time effectively		Completes departures follow up
	Participates in professional development		Operates office equipment, e.g. credit card imprinter, fax
	Communicates effectively		Uses operational systems, e.g. computer and manual
	Uses listening skills		Uses e-mail, voice mail and internet effectively
	Assists guests with special needs		Processes calls, e.g. takes calls, records messages
	Has knowledge of the property, e.g. facilities, room rates		Makes log entries, e.g. guests' concerns, security problems
	Has information on regional tourism events and facilities		Follows procedures for shift change
	Promotes the tourism sector		Maintains work area
	Responds to guests' concerns		Keeps accurate occupancy status information
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	Accommodates walk-ins		Complies with legislation, e.g. tobacco use and liquor service

**Supervisor/Mentor Sign-off and Recommendation**

I attest that the above information is true and is an accurate reflection of this individual's level of competency. I believe this individual is sufficiently prepared and ready to be assessed on the performance requirement of certification.

Supervisor/Mentor Name:			
Title:		Signature:	

**Candidate Sign-Off**

I have met the 1000 hours work experience requirement and am ready for the Performance Evaluation component of Certification.

Candidate Signature:		Date:
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