



Guest Services Attendant Self Review Checklist

Name: _____

Date of Review: _____

Rating Scale:	A = Very good – up to standard		
	B = Good – room for some improvement		
	C = Below standard – a key area for me to focus on development		
<p>For each task listed, rate your degree of competency based on how well you perform these tasks on the job. The Guest Services Attendant 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, please sign 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 both signatures, is returned to your local Tourism Human Resource Organization (HRO).</p>			
	Demonstrates a positive attitude		Handle property errors and guest concerns
	Demonstrates a professional attitude		Assists guests with departure
	Is a team player		Has knowledge of property, e.g. rooms, policies
	Behaves professionally, e.g. competent, efficient		Promotes property to potential guests
	Maintains appearance, e.g. hygiene, dress code		Follows payroll and master key procedures
	Promotes tourism in local region and nationally		Uses department communication system
	Follows etiquette for accepting gratuities		Keeps driveways and walkways clear and clean
	Adheres to legislation		Provide valet parking service
	Communicates effectively, e.g. speaks, listens, writes well		Works with other departments
	Uses telephone etiquette		Handles and loads luggage cart safely
	Uses pager, cellular phone or two-way radio		Handles missing, unclaimed, locked, and damaged luggage
	Maintains working relationship with outside services		Provides cold storage service
	Interacts with guests		Follows safety and emergency guidelines
	Prepares for and handles arrivals		Knows how to use a fire extinguisher properly
	Informs guests of facilities and services		Follows security guidelines
	Shows guests to room		Handles lost and found items
	Responds to guest requests		Works safely, e.g. protects from back injury
	Refers to external services		Follows WHMIS guidelines, e.g. handles cleaning products
	Assists guest with special needs		



Guest Services Attendant Performance Evaluation Information

Skills in Evaluation

A3.1 Practice personal hygiene and grooming
A3.3 Follow dress code
A5.1 Follow etiquette for accepting gratuities
B2.1 Use telephone etiquette
C2.1 Assist arriving guests
C3.1 Inform guests about in-house facilities and services
C3.2 Show guests to room
C4.1 Assist guests with departure
E1.12 Provide airport shuttle service information
F1.2 Load luggage cart
F1.6 Report damaged luggage



Review Checklist for
 Guest Services Attendant
 Supervisor/Mentor Sign-off & Request for Performance
 Evaluation

Candidate's Name: _____ Date of Review: _____

Rating Scale:	A = Very good – up to standard		
	B = Good – room for some improvement		
	C = Below standard – a key area for me to focus on development		
For each task listed, rate the candidate's degree of competency based on how well s/he performs these tasks on the job. The Guest Services Attendant National Occupational Standards may be referenced for further information on each skill listed.			
	Demonstrates a positive attitude		Handle property errors and guest concerns
	Demonstrates a professional attitude		Assists guests with departure
	Is a team player		Has knowledge of property, e.g. rooms, policies
	Behaves professionally, e.g. competent, efficient		Promotes property to potential guests
	Maintains appearance, e.g. hygiene, dress code		Follows payroll and master key procedures
	Promotes tourism in local region and nationally		Uses department communication system
	Follows etiquette for accepting gratuities		Keeps driveways and walkways clear and clean
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	Informs guests of facilities and services		Follows security guidelines
	Shows guests to room		Handles lost and found items
	Responds to guest requests		Works safely, e.g. protects from back injury
	Refers to external services		Follows WHMIS guidelines, e.g. handles cleaning products
	Assists guest with special needs		

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 600 hours work experience requirement and am ready for the Performance Evaluation component of Certification.

Candidate Signature:		Date:
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