



Reservations Sales Agent 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. Reservation Sales 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, 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>		
	Has knowledge of the tourism sector	Identifies importance of properly handling client concerns
	Describes the five industries of tourism	Handles abusive telephone calls
	Identifies benefits of tourism	Answers telephone
	Identifies importance of reservations sales agent in tourism sector	Places caller on hold
	Provides tourism information	Takes messages
	Complies with legislation	Returns telephone calls
	Knows products and services	Performs administrative responsibilities
	Follows company policies	Follows security procedures
	Is professional	Has knowledge of sales techniques and is able to apply them
	Maintains personal appearance	Maintains working relationship with industry partners
	Is organized	Maintains knowledge of industry partners and competition
	Describes importance of being a team player	Books reservation (by telephone, in-person or electronic)
	Is a team player	Changes reservation
	Has knowledge of effective communication	Cancels reservation
	Identifies benefits of effective communication	Processes credit card payment (by telephone or in-person)
	Outlines components of non-verbal communication	Processes debit card payment
	Speaks effectively	Processes cash payment
	Listens effectively	Processes vouchers/miscellaneous charge orders (MCO)/gift certificates
	Directs conversation	Processes personal, business or travelers' cheque payment
	Writes effectively	Processes direct billing payment
	Handles client concerns	Processes refund



Reservations Sales Agent
Performance Evaluation Information
Skills in Evaluation

A1.5 Promote Tourism Sector
B1.2 Be Professional
B1.3 Maintain Professional Appearance
B1.4 Be Organized
B2.6 Read and Write Effectively
C1.3 Handle Client Concerns or Complaints
D1.1 Answer Telephone
E1.2 Know Products and Services
E3.1 Follow Sales Process to Book Telephone or In-Person Reservation
E3.3 Change Reservation



Review Checklist for
Reservations Sales Agent
Supervisor/Mentor Sign-off & Recommendation

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 Reservations Sales Agent National Occupational Standards may be referenced for further information on each skill listed.			
	Has knowledge of the tourism sector		Identifies importance of properly handling client concerns
	Describes the five industries of tourism		Handles abusive telephone calls
	Identifies benefits of tourism		Answers telephone
	Identifies importance of reservations sales agent in tourism sector		Places caller on hold
	Provides tourism information		Takes messages
	Complies with legislation		Returns telephone calls
	Knows products and services		Performs administrative responsibilities
	Follows company policies		Follows security procedures
	Is professional		Has knowledge of sales techniques and is able to apply them
	Maintains personal appearance		Maintains working relationship with industry partners
	Is organized		Maintains knowledge of industry partners and competition
	Describes importance of being a team player		Books reservation (by telephone, in-person or electronic)
	Is a team player		Changes reservation
	Has knowledge of effective communication		Cancels reservation
	Identifies benefits of effective communication		Processes credit card payment (by telephone or in-person)
	Outlines components of non-verbal communication		Processes debit card payment
	Speaks effectively		Processes cash payment
	Listens effectively		Processes vouchers/miscellaneous charge orders (MCO)/gift certificates
	Directs conversation		Processes personal, business or traveller's cheque payment
	Writes effectively		Processes direct billing payment
	Handles client concerns		Processes refund

Supervisor/Mentor Sign-off and Recommendation

I attest that the above information is true and is an accurate reflection of the Candidate's level of competency and that they are sufficiently prepared and ready for the Performance Evaluation component of Certification.

Supervisor/Mentor Name: (Please print)			
Title:		Signature:	

Candidate Sign-Off

I have met the 500 hours work experience requirement and am ready for the Performance Evaluation component of Certification.

Candidate Signature:		Date:	
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