



Supervisor 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 Supervisor 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>			
	Behaves professionally, e.g. maintains appearance, behaves ethically		Addresses staff performance problems
	Manages time effectively, e.g. sets goals, schedules tasks		Maintains files & records, e.g. timely & accurate
	Manages stress effectively, e.g. maintains sense of humour, recognizes own limitations		Performs appropriate scheduling duties
	Uses active listening skills		Resolves conflict between employees
	Speaks effectively, e.g. organizes ideas before speaking, confirms understanding		Conducts relevant and timely staff meetings
	Writes effectively, e.g. clear and concise		Looks for ways to improve products & services
	Uses communication tools effectively, e.g. telephone, voice mail, fax		Monitors quality control of products & services
	Delegates tasks effectively		Performs effective guest relations/ interactions
	Promotes teamwork		Addresses guest concerns or complaints
	Motivates employees		Handles abusive guests appropriately, efficiently
	Makes effective decisions		Handles cash with accuracy
	Solves problems and implements solutions		Promotes workplace safety
	Assists in recruiting employees		Responds to emergencies
	Conducts professional applicant interviews		Assists with marketing of operations
	Exercises good judgement in hiring new staff		Conducts sales and marketing promotions
	Conducts orientation session for new staff		Participates in community activities
	Plans for employee training		Implements policies and procedures
	Conducts successful training		Develops and implements action plans
	Encourages and coaches employees		Monitors and controls budgets
	Conducts staff reviews with good judgment		Manages inventory



Supervisor

Performance Evaluation Information

Skills in Evaluation

A1.1 Exhibit Professional Appearance
A1.2 Demonstrate Professionalism
A1.3 Exhibit Ethical Conduct
A1.5 Manage Time Effectively
B1.3 Use Active Listening Skills
B1.4 Speak Effectively
B1.5 Write Effectively
B2.1 Use Telephone
C1.5 Promote Teamwork
C1.9 Solve Problems
D1.6 Conduct Orientation Session for Employees
D3.4 Address Performance Problems
E1.3 Conduct on-the-job Supervision
E2.1 Be Knowledgeable about Products and Services
E2.3 Provide Quality Control For Products and Services
E3.1 Provide Customer Service
E3.2 Provide Service to Customers with Special Needs
E3.3 Handle Customer Concerns and Complaints
E4.1 Create Checklists for Operations
E4.3 Promote Workplace Safety
G1.6 Develop Action Plans
G2.1 Comply with Legislation
I1.2 Monitor and Control Budget
I1.4 Follow Procedures for Maintaining Inventory



Review Checklist for Supervisor

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 Supervisor National Occupational Standards may be referenced for further information on each skill listed.			
	Behaves professionally, e.g. maintains appearance, behaves ethically		Addresses staff performance problems
	Manages time effectively, e.g. sets goals, schedules tasks		Maintains files & records, e.g. timely & accurate
	Manages stress effectively, e.g. maintains sense of humour, recognizes own limitations		Performs appropriate scheduling duties
	Uses active listening skills		Resolves conflict between employees
	Speaks effectively, e.g. organizes ideas before speaking, confirms understanding		Conducts relevant and timely staff meetings
	Writes effectively, e.g. clear and concise		Looks for ways to improve products & services
	Uses communication tools effectively, e.g. telephone, voice mail, fax		Monitors quality control of products & services
	Delegates tasks effectively		Performs effective guest relations/ interactions
	Promotes teamwork		Addresses guest concerns or complaints
	Motivates employees		Handles abusive guests appropriately, efficiently
	Makes effective decisions		Handles cash with accuracy
	Solves problems and implements solutions		Promotes workplace safety
	Assists in recruiting employees		Responds to emergencies
	Conducts professional applicant interviews		Assists with marketing of operations
	Exercises good judgement in hiring new staff		Conducts sales and marketing promotions
	Conducts orientation session for new staff		Participates in community activities
	Plans for employee training		Implements policies and procedures
	Conducts successful training		Develops and implements action plans
	Encourages and coaches employees		Monitors and controls budgets
	Conducts staff reviews with good judgment		Manages inventory

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

Candidate Signature:		Date:
----------------------	--	-------