

Hotel Staff Self-Checklist

Category	Question	■	■	■
Friendliness & Welcome	Do I greet every guest with a smile, eye contact, and polite words?			
	Do I make guests feel comfortable immediately?			
Communication	Do I listen carefully and not interrupt?			
	Do I explain information clearly and politely?			
	Do I avoid using too many words and keep it professional?			
Reliability & Responsibility	Am I always on time for my shift?			
	Do I complete my tasks without constant reminders?			
Professionalism	Is my uniform neat and clean every day?			
	Do I maintain positive body language (no slouching, no frowning)?			
Teamwork	Do I support colleagues when they are busy?			
	Do I avoid conflicts or complaining at work?			
Adaptability	Do I stay calm when situations change suddenly?			
	Do I handle guest complaints politely and professionally?			
Service Excellence	Do I try to go beyond minimum expectations for guests?			
	Do I notice small details (extra towel, special requests, names)?			
Knowledge & Skills	Do I know enough about hotel facilities and services?			
	Do I know the city well enough to recommend places?			
	Can I communicate with international guests effectively?			
Attitude & Growth	Do I stay positive even under pressure?			
	Am I open to feedback and willing to learn?			