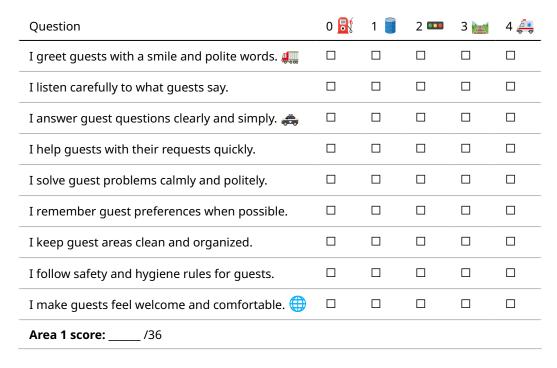
Self-Assessment Questionnaire for Hospitality & Tourism Workers 🕮 🚑

Area 1: Guest & Customer Service 🧳



Area 2: Teamwork

Question	0 📑	1 🛢	2 🚥	3	4 🚑
I work well with my colleagues.					
I help colleagues when they need support.					
I respect other people's opinions.					
I share information and tasks clearly.					
I accept feedback and use it to improve.					
I communicate politely and clearly in the team.					
I stay calm and positive in the team.					
I take responsibility for my tasks in the team. 🚙					

	Question	0 🔣	1 📱	2 🚥	3	4 🚑
	I try to help the team reach goals. 🚢					
	Area 2 score: /36					
Area	3: Work Quality & Professionalism	1				
	Question	0 📑	1 🛢	2 🚥	3	4 🚑
	I do my work carefully and correctly.					
	I check details to avoid mistakes.					
	I follow all work rules and procedures.					
	I come to work on time. 🧥					
	I finish my tasks on time.					
	I keep my uniform and tools clean.					
	I stay professional with guests and colleagues.					
	I try to improve my work every day. 🚀					
	I follow health, safety, and hygiene rules.					
	Area 3 score: /36					
Area	4: Communication					
	Question	0 📑	1 🛢	2 🚥	3	4 🚑
-	I speak politely to guests and colleagues.					
_	I use simple and clear words.					
	I listen carefully to others.					
	I ask questions if I do not understand.					
	I explain things clearly to guests and colleagues.					
_	I write messages and notes clearly.					
_	I stay calm when communicating.					

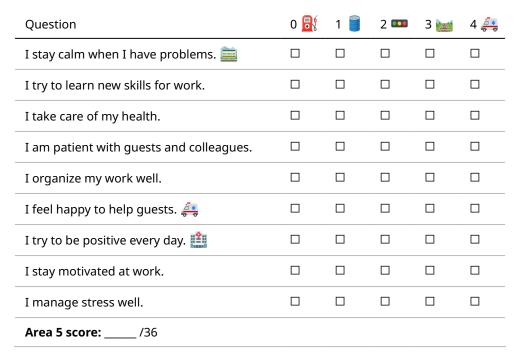
I use polite body language and gestures.

I check if the other person understands me.

0 🔐 2 3 Question

Area 4 score: __

Area 5: Personal Skills & Attitude 🕠



Total Score Calculation 🔗



- Add scores for each area → Area Score (0–36 per area).
- Add all 5 areas → Total Score (0–180).

Score Table (Max 180 points)

Total Score	Meaning	Smiley
0 - 45	Need a lot of improvement	
46 – 90	Can improve	3
91 – 135	Good	
136 – 180	Very good / Excellent	<u> </u>

Example: - Score = $96 \rightarrow \text{falls in } 91\text{-}135 \rightarrow \text{Good }$