

Self-Assessment Questionnaire for Hospitality & Tourism Workers 🏨🚗

Instructions: 1. Read each question carefully. 2. Choose a score for yourself: - 0 = Never 🔌 - 1 = Rarely 🗄 - 2 = Sometimes 🚦 - 3 = Often 🌳 - 4 = Always 🚗. 3. Tick the box for your score. 4. Add the scores for each area. 5. Add all areas for total score.

Area 1: Guest & Customer Service 🧳

Question	0 🔌	1 🗄	2 🚦	3 🌳	4 🚗
I greet guests with a smile and polite words. 🚚	☐	☐	☐	☐	☐
I listen carefully to what guests say.	☐	☐	☐	☐	☐
I answer guest questions clearly and simply. 🚗	☐	☐	☐	☐	☐
I help guests with their requests quickly.	☐	☐	☐	☐	☐
I solve guest problems calmly and politely.	☐	☐	☐	☐	☐
I remember guest preferences when possible.	☐	☐	☐	☐	☐
I keep guest areas clean and organized.	☐	☐	☐	☐	☐
I follow safety and hygiene rules for guests.	☐	☐	☐	☐	☐
I make guests feel welcome and comfortable. 🌐	☐	☐	☐	☐	☐
Area 1 score: ____ /36					

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



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.	☐	☐	☐	☐	☐

Question

0  1  2  3  4 

Area 4 score: ____ /36

Area 5: Personal Skills & Attitude

Question	0 	1 	2 	3 	4 
I stay calm when I have problems. 	☐	☐	☐	☐	☐
I try to learn new skills for work.	☐	☐	☐	☐	☐
I take care of my health.	☐	☐	☐	☐	☐
I am patient with guests and colleagues.	☐	☐	☐	☐	☐
I organize my work well.	☐	☐	☐	☐	☐
I feel happy to help guests. 	☐	☐	☐	☐	☐
I try to be positive every day. 	☐	☐	☐	☐	☐
I stay motivated at work.	☐	☐	☐	☐	☐
I manage stress well.	☐	☐	☐	☐	☐
Area 5 score: ____ /36					

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	
91 – 135	Good	
136 – 180	Very good / Excellent	

Example: - Score = 96 → falls in 91–135 → Good 