

TOURISM & HOSPITALITY SELF-ASSESSMENT SHEET

Essential Skills and Habits for Success in Tourism

Name: _____ Date: _____ Job/Role: _____

1. Being Kind and Friendly

2. Staying Calm When Busy

3. Working With a Team

4. Noticing Small Things

5. Practical Work Skills

6. Working With Guests

Statement	Always	Often	Sometimes	Not yet
I am polite to guests.	■	■	■	■
I smile and speak nicely.	■	■	■	■
I listen carefully when guests speak.	■	■	■	■
I give guests clear and helpful information.	■	■	■	■
I use basic English with guests when needed.	■	■	■	■
I stay calm when the workplace is busy.	■	■	■	■
I do not panic when there is a problem.	■	■	■	■
I stay polite when a guest is unhappy.	■	■	■	■
I think clearly and look for a solution.	■	■	■	■
I try to solve problems quickly.	■	■	■	■
I help my colleagues when they need support.	■	■	■	■
I communicate important information to other staff.	■	■	■	■
I respect the work of reception, kitchen, housekeeping and other teams.	■	■	■	■
I can work different shifts when necessary.	■	■	■	■
I am flexible about mornings, evenings, weekends and holidays.	■	■	■	■
I notice dirty tables or other small problems.	■	■	■	■

Statement	Always	Often	Sometimes	Not yet
I notice when something is missing, such as a towel.	■	■	■	■
I notice when a guest looks lost or needs help.	■	■	■	■
I offer help without always waiting to be asked.	■	■	■	■
I take action quickly when I see a problem.	■	■	■	■
I can use a computer for simple work tasks.	■	■	■	■
I can check in a guest.	■	■	■	■

Statement	Always	Often	Sometimes	Not yet
I can answer simple emails.	■	■	■	■
I can check or record bookings.	■	■	■	■
I know the basic duties of my job.	■	■	■	■
I make guests feel welcome.	■	■	■	■
I show respect to people from different cultures.	■	■	■	■
I enjoy talking to travelers.	■	■	■	■
I try to make guests feel comfortable.	■	■	■	■
I remember that small actions can improve a guest's experience.	■	■	■	■

7. My Personal Action Plan

Skill I want to improve	What will I do?	By when?
_____	_____	_____
_____	_____	_____
_____	_____	_____

My strongest skill: _____

The skill I most need to improve: _____

Teacher / Manager comment: _____