Front Desk Staff Self-Assessment

Competency Evaluation & Personal Development Sheet (Part 1)

Trainee Name: _____ **Date:** _____

Evaluator/Mentor: _____ **Training Period:** _____

Grading Scale

1 Very Good (Exceeds Standard) | 2 Good (Meets Standard) | 3 Satisfactory (Acceptable) | 4 Needs Improvement | 5 Failure (Unsatisfactory)

1. FRIENDLY ATTITUDE

Competency / Skill Area	1	2	3	4	5
I greet every guest warmly with a sincere smile, polite language, and good eye contact.	☐	☐	☐	☐	☐
I show respect, kindness, and good manners (saying "please" and "thank you") to all guests.	☐	☐	☐	☐	☐

2. COMMUNICATION

Competency / Skill Area	1	2	3	4	5
I speak clearly, use simple English when necessary, and adapt to different language skills.	☐	☐	☐	☐	☐
I listen carefully, ask clear questions, and handle phone calls, emails, and directions well.	☐	☐	☐	☐	☐

3. PATIENCE & PROBLEM-SOLVING

Competency / Skill Area	1	2	3	4	5
I stay calm, relaxed, and patient when guests are tired, angry, or facing room/booking issues.	☐	☐	☐	☐	☐
I show understanding, apologize when appropriate, and find solutions or ask colleagues for help.	☐	☐	☐	☐	☐

4. HOTEL KNOWLEDGE

Competency / Skill Area	1	2	3	4	5
I know room types, prices, and facilities (restaurant, breakfast times, pool, spa, room service).	☐	☐	☐	☐	☐
I provide correct details about Wi-Fi, laundry, activities, and operating hours without guessing.	☐	☐	☐	☐	☐

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Competency Evaluation & Personal Development Sheet (Part 2)

5. LOCAL KNOWLEDGE & EXCURSIONS

Competency / Skill Area	1	2	3	4	5
I can inform guests about famous sights, temples, local markets, traditions, and countryside places.	☐	☐	☐	☐	☐
I assist with tours, drivers, travel times, and recommend day trips based on guest budgets and needs.	☐	☐	☐	☐	☐

6. TEAMWORK, ORGANISATION & RESPONSIBILITY

Competency / Skill Area	1	2	3	4	5
I cooperate well with housekeeping, maintenance, and kitchen staff by sharing info and messages.	☐	☐	☐	☐	☐
I manage check-in/out, bills, and payments accurately with a clean uniform and tidy workplace.	☐	☐	☐	☐	☐

PERSONAL REFLECTION & ACTION PLAN

My Key Strengths

Areas to Improve

Action Steps & Goals for Next Month