



FRONT DESK EMPLOYEE SKILLS VALIDATION FORM

NAME: _____ POSITION: _____

DIRECTIONS FOR SKILL MENTOR: For each of the numbered items below, rate the employee's degree of competency. The rating for each task should reflect actual job performance.

PART I: WORK HABITS

RATING SCALE: A = Acceptable—meets property standards
B = Below standards or not applicable

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|--|--|
| _____ 1. Shows up for work on time and is prepared to work | _____ 6. Cooperates with others and works well in a team |
| _____ 2. Completes assigned tasks on time | _____ 7. Asks for help when needed |
| _____ 3. Accepts supervision willingly | _____ 8. Follows safety rules and regulations |
| _____ 4. Follows written and oral instructions | _____ 9. Maintains a well-groomed, professional appearance |
| _____ 5. Interacts with others in a courteous and tactful manner | |

PART II: TASK PERFORMANCE

- | | |
|---|--|
| _____ 10. Uses front desk equipment—computers, telephones, fax machines, etc. | _____ 27. Prepares maps and provides directions |
| _____ 11. Organizes the front desk/prepares for check-ins | _____ 28. Handles special requests/service problems for guests |
| _____ 12. Uses the front office logbook | _____ 29. Picks up, uses, and turns in the cash bank |
| _____ 13. Prepares and uses the arrivals list | _____ 30. Posts guest charges and payments |
| _____ 14. Blocks and unblocks rooms | _____ 31. Follows guest privacy/security measures |
| _____ 15. Sets up preregistrations | _____ 32. Processes wake-up calls |
| _____ 16. Begins guest check-in | _____ 33. Processes guaranteed no-shows |
| _____ 17. Establishes payment method during check-in | _____ 34. Processes guest check-outs at the desk |
| _____ 18. Secures authorization for credit cards | _____ 35. Adjusts disputed guest charges |
| _____ 19. Issues and controls room keys | _____ 36. Processes late charges |
| _____ 20. Uses effective sales techniques | _____ 37. Keeps the front desk clean and orderly |
| _____ 21. Preregisters and checks in group arrivals | _____ 38. Reconciles room status/P.M. housekeeping report |
| _____ 22. Relocates guests in sold-out situations | _____ 39. Prepares a current status report |
| _____ 23. Processes safe-deposit-box transactions | _____ 40. Performs bucket or tub checks |
| _____ 24. Runs credit check reports/collects payments | _____ 41. Responds to situations requiring first aid |
| _____ 25. Processes mail/packages/telegrams/faxes | _____ 42. Responds to emergency alarms |
| _____ 26. Maintains a guest information directory | |

RECOMMENDATION: I attest that the above information is true and understand that any misinformation provided may affect the candidacy of the applicant. I recommend this individual for certification and verify that the candidate currently holds the position of front desk employee.

Skill Mentor (or Supervisor): _____ (please print) Skills Certification Director: _____ (please print)

Title: _____ Title: _____

Signature: _____ Date: _____ Signature: _____ Date: _____