



# GUESTROOM ATTENDANT 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

- |  |  |
|--|--|
| _____ 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 a room assignment sheet                 | _____ 22. Cleans the guestroom closet                        |
| _____ 11. Obtains guest amenities for assigned rooms   | _____ 23. Makes the bed(s)                                   |
| _____ 12. Obtains cleaning supplies for assigned rooms | _____ 24. Dusts the guestroom                                |
| _____ 13. Keeps cart and work areas organized          | _____ 25. Replenishes supplies and amenities                 |
| _____ 14. Enters the guestroom appropriately           | _____ 26. Cleans windows, tracks, and sills                  |
| _____ 15. Prepares the guestroom for cleaning          | _____ 27. Finishes cleaning the guestroom                    |
| _____ 16. Prepares the bathroom for cleaning           | _____ 28. Exits the guestroom properly                       |
| _____ 17. Cleans the tub and shower area               | _____ 29. Corrects cleaning problems found during inspection |
| _____ 18. Cleans the toilet                            | _____ 30. Completes end-of-shift duties                      |
| _____ 19. Cleans the sink and vanity                   | _____ 31. Sets up or removes special guest service equipment |
| _____ 20. Cleans the bathroom                          | _____ 32. Cleans multi-room guest suites                     |
| _____ 21. Finishes cleaning the bathroom               |  |

**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 room attendant.

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

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_