**SOFT skills**

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| Give yourself a grade from 1 (poor) to 5 (very good) | | | | Give evidence / examples |
|  | Sept | Jan | May |  |
| Creativity |  |  |  |  |
| Respect - humility |  |  |  |  |
| Adaptability |  |  |  |  |
| Time Management |  |  |  |  |
| Meeting the deadlines |  |  |  |  |
| Dealing with complexity and variety - flexibility |  |  |  |  |
| Curiosity |  |  |  |  |
| Persistence |  |  |  |  |
| Cooperating - working in a team |  |  |  |  |
| Patience |  |  |  |  |
| Accuracy - attention to details |  |  |  |  |
| speaking in public |  |  |  |  |
| searching the internet to retrieve useful information - exploiting the internet to get useful resources |  |  |  |  |
| establishing and maintaining good human relationship |  |  |  |  |
| learning a new ICT tool on a month basis |  |  |  |  |
| carrying out tasks on our own - personal responsibility |  |  |  |  |
| positive interaction |  |  |  |  |
| critical thinking |  |  |  |  |
| view issues or problems through different perspectives |  |  |  |  |
| empathy |  |  |  |  |
| Discretion (tact and diplomacy) |  |  |  |  |
| attention to body language |  |  |  |  |
| Well groomed |  |  |  |  |
| leadership |  |  |  |  |
| confidence |  |  |  |  |
| Smiling - kind / nice / friendly / courteous / affable |  |  |  |  |
| courtesy - etiquette – manners |  |  |  |  |
| never lose one's temper |  |  |  |  |
| Persuasion |  |  |  |  |
| Punctuality |  |  |  |  |
| facing a challenge |  |  |  |  |
| Calm under pressure |  |  |  |  |
| professionalism |  |  |  |  |
| integrity |  |  |  |  |
| negotiating |  |  |  |  |
| numeracy |  |  |  |  |
| coping with failure |  |  |  |  |
| Continue... |  |  |  |  |
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|  | Sept | Jan | May |  |
| Give yourself a grade from 1 (poor) to 5 (very good) | | | | Give evidence / examples |

**JOB RELATED skills HOTEL RECEPTIONIST**

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| --- | --- | --- | --- | --- |
| Give yourself a grade from 1 (poor) to 5 (very good) | | | | Give evidence / examples |
|  | Sept | Jan | May |  |
| * welcome and greet guests |  |  |  |  |
| * answer and direct incoming calls |  |  |  |  |
| * inform guests of hotel rates and services |  |  |  |  |
| * make and confirm reservations for guests |  |  |  |  |
| * ensure proper room allocation |  |  |  |  |
| * register and check guests in |  |  |  |  |
| * confirm relevant guest information |  |  |  |  |
| * verify guest's payment method |  |  |  |  |
| * verify and imprint credit cards for authorization |  |  |  |  |
| * issue room keys and direct guests to their rooms |  |  |  |  |
| * maintain clear and accurate records of guest room bookings |  |  |  |  |
| * compute all guest billings, accurately post charges to guest rooms and house accounts |  |  |  |  |
| * receive and transmit messages for guests |  |  |  |  |
| * retrieve mail, packages and documents such as faxes for guests |  |  |  |  |
| * listen and respond to guest queries and requests both in-person and by phone |  |  |  |  |
| * provide accurate information about local attractions and services |  |  |  |  |
| * liaise with necessary staff including housekeeping and maintenance to address any problems or complaints made by guests |  |  |  |  |
| * complete and maintain any incident reports, daily activity reports or other reports requested by management |  |  |  |  |
| * manage conference room bookings and scheduling |  |  |  |  |
| * close guest accounts and check guests out |  |  |  |  |
| * review accounts and charges with guests during the check-out process |  |  |  |  |
| * process accurate payment of guest accounts |  |  |  |  |
| * inform housekeeping when rooms have been vacated and are ready for cleaning |  |  |  |  |
| * monitor visitors to the hotel |  |  |  |  |
| * enforce rules and policies of the hotel |  |  |  |  |
| * maintain a neat and orderly front desk and reception area |  |  |  |  |
| * the ability to staying calm under pressure and look after several things at once. |  |  |  |  |
| * administration and customer service skills. |  |  |  |  |
| * IT skills to work with computerised booking and payment systems. |  |  |  |  |
| * excellent written and spoken communication skills |  |  |  |  |
| * a friendly and professional telephone manner |  |  |  |  |
| * patience and tact |  |  |  |  |
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|  | Sept | Jan | May |  |
| Give yourself a grade from 1 (poor) to 5 (very good) | | | | Give evidence / examples |