



# Tobago Hospitality & Tourism Institute (THTI)

## PERFORMANCE ASSESSMENT FORM – EXTERNSHIP

### ASSOCIATE DEGREE IN HOSPITALITY STUDIES

Name of Intern: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Period of Internship: From: \_\_\_\_\_ to: \_\_\_\_\_

**Objectives:**

**Achievements:**

**Shortcomings:**

**The Hospitality Management Associate Degree** interns are required to complete a total of **320 hours** of Internship in the following areas:

| TASKS                      | HOURS |
|----------------------------|-------|
| Human Resources            | 80    |
| Restaurant & Bar           | 40    |
| Front Office/ Reservations | 80    |
| Housekeeping               | 80    |
| Accounts                   | 40    |



## Tobago Hospitality & Tourism Institute (THTI)

### Rating Scale for the Business and Technical Competencies:

- 5 Outstanding
- 4 Excellent
- 3 Good
- 2 Fair
- 1 Poor

**Outstanding:** Performance is far above normal standards for the position. Intern is making a superior contribution to the organization.

**Excellent:** Consistently competent performance exceeding standards in most critical factors for the position.

**Good:** Meets the requirements of the position in a competent manner.

**Fair:** Total performance periodically or regularly falls short of normal standards.

**Poor:** Performance clearly inadequate in one or more critical factors. Employee has demonstrated inability to meeting standards. Performance not acceptable for position held.

**N.B.** If, in your estimation, any of the criteria are not applicable, kindly indicate N/A and reduce the total rating accordingly. **For example** – if the maximum rating is 60 and one criterion does not apply, then the intern's total rating would be out of 55. If two criteria do not apply, the total rating would be out of 50.



# Tobago Hospitality & Tourism Institute (THTI)

## ASSESSMENT FORM – HOSPITALITY STUDIES

### ASSESSMENT OF TECHNICAL COMPETENCIES - (320 Contact Hours)



## Tobago Hospitality & Tourism Institute (THTI)

| <b>RESTAURANT AND BAR<br/>(Contact Hours – 40)</b>   | <b>RATING</b> |   |   |   |   |
|--|---------------|---|---|---|---|
|  | 1             | 2 | 3 | 4 | 5 |
| Demonstrates an understanding of how to greet and welcome guests according to company policy and standards.                |               |   |   |   |   |
| Demonstrates suggestive selling techniques.  |               |   |   |   |   |
| Demonstrates how to recite and explain menus using appropriate descriptors.  |               |   |   |   |   |
| Demonstrates the ability to take food and beverage orders accurately.  |               |   |   |   |   |
| Demonstrates a basic understanding of the point of sale system used to generate a cheque for the guest and place an order. |               |   |   |   |   |
| Demonstrates an understanding of sequence of service and how to pick up food and beverage orders.                          |               |   |   |   |   |
| Demonstrates the ability to serve guests in the proper sequence while ensuring service protocol.                           |               |   |   |   |   |
| Demonstrates the ability to carry trays with glassware and other wares and cutlery.  |               |   |   |   |   |
| Demonstrates a basic understanding of the required glassware for beer, wine, cocktails, spirits and liqueurs.              |               |   |   |   |   |
| Demonstrates a basic understanding of garnishes used in beverages.   |               |   |   |   |   |
| Demonstrates the ability to serve beverages while ensuring service protocol.   |               |   |   |   |   |
| Demonstrates the ability to present a cheque to a guest and deliver the receipt.   |               |   |   |   |   |
| Demonstrates the ability to perform the different mixing methods for beverages/cocktails.                                  |               |   |   |   |   |
| Demonstrates the ability to identify the different categories of alcohol.  |               |   |   |   |   |



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|  |                       |  |  |  |  |
|--|-----------------------|--|--|--|--|
| Demonstrates an understanding of how to do opening and closing inventory.                      |                       |  |  |  |  |
| Demonstrates the ability to pour drinks properly reducing/eliminating spillage & over pouring. |                       |  |  |  |  |
| Demonstrates the ability to maintain a safe work environment.                                  |                       |  |  |  |  |
| <b>MAXIMUM RATING: 85/85</b>   | <b>INTERN RATING:</b> |  |  |  |  |
| <b>COMMENTS:</b>   |                       |  |  |  |  |

| <b>FRONT DESK OPERATIONS/ RESERVATIONS<br/>(Contact Hours – 80)</b>   | <b>RATING</b> |          |          |          |          |
|---|---------------|----------|----------|----------|----------|
|   | <b>1</b>      | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| Demonstrates an understanding of the morning and afternoon duties such as blocking of rooms, special requests, generating reports, printing of reports, communication with housekeeping and Engineering, etc. |               |          |          |          |          |
| Demonstrates an understanding of the night audit functions and preparation of reports for management.   |               |          |          |          |          |
| Understands and demonstrates customer orientation/focus and service recovery strategies.  |               |          |          |          |          |
| Demonstrates a basic understanding of the Hotel's room types and service.   |               |          |          |          |          |
| Demonstrates a basic understanding of the Hotel's policy regarding guest security.  |               |          |          |          |          |
| Demonstrate a basic understanding of how to use the software, and is able to check in a guest who has a reservation.  |               |          |          |          |          |
| Demonstrate a basic understanding of how to use the software to check availability and rates for walk-ins and then proceed with check in.   |               |          |          |          |          |
| Understands how to treat with room moves.   |               |          |          |          |          |



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| <b>FRONT DESK OPERATIONS/ RESERVATIONS</b><br><b>(Contact Hours – 80)</b>  | RATING                |   |   |   |   |
|--|-----------------------|---|---|---|---|
|  | 1                     | 2 | 3 | 4 | 5 |
| Demonstrate a basic understanding of how to use the software to review guest accounts, confirm and receive methods of payments, and check guest out. |                       |   |   |   |   |
| Demonstrate the ability to follow operating guidelines for the switchboard.  |                       |   |   |   |   |
| Demonstrate the ability to take accurate and concise messages.   |                       |   |   |   |   |
| Demonstrate the ability to check wake up calls and follow up if required.  |                       |   |   |   |   |
| Demonstrates the ability to answer the phone according to organisation standards.  |                       |   |   |   |   |
| Demonstrates the ability to handle multiple calls at once.   |                       |   |   |   |   |
| Demonstrates the ability to maintain a safe work environment.  |                       |   |   |   |   |
| Demonstrate a basic understanding of how to make, amend and cancel a reservation.  |                       |   |   |   |   |
| Demonstrate the ability to up sell and negotiate.  |                       |   |   |   |   |
| Demonstrate the ability to explain a basic understanding of rate and revenue management.   |                       |   |   |   |   |
| Demonstrates the ability to maintain a safe work environment.  |                       |   |   |   |   |
| <b>MAXIMUM RATING: 95/95</b>   | <b>INTERN RATING:</b> |   |   |   |   |
| <b>COMMENTS:</b>   |                       |   |   |   |   |



## Tobago Hospitality & Tourism Institute (THTI)

| <b>ACCOUNTS</b><br><b>(Contact Hours - 40)</b>   | RATING                |   |   |   |   |
|--|-----------------------|---|---|---|---|
|  | 1                     | 2 | 3 | 4 | 5 |
| Demonstrates an understanding of the basic financial statements (cash flow statement, profit and loss accounts and the balance sheet).   |                       |   |   |   |   |
| Demonstrates a basic understanding of how a budget is prepared.  |                       |   |   |   |   |
| Demonstrates an ability to analyse and assess various numerical data.  |                       |   |   |   |   |
| Demonstrates a basic understanding of the company pay roll system.   |                       |   |   |   |   |
| Demonstrates a willingness to assist in filing and audits.   |                       |   |   |   |   |
| Demonstrates a basic understanding of and willingness to assist in the different areas of the company's finance department such as accounts payable, accounts receivable and petty cash. |                       |   |   |   |   |
| Demonstrates the ability to maintain a safe work environment.  |                       |   |   |   |   |
| <b>MAXIMUM RATING: 35/35</b>   | <b>INTERN RATING:</b> |   |   |   |   |
| <b>COMMENTS:</b>   |                       |   |   |   |   |



## Tobago Hospitality & Tourism Institute (THTI)

| <b>HOUSEKEEPING<br/>(Contact Hours - 80)</b>   | <b>RATING</b>         |          |          |          |          |
|--|-----------------------|----------|----------|----------|----------|
|  | <b>1</b>              | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| Demonstrates an understanding of how to open and close a shift, how to allocate rooms and other tasks and the team complement required to meet the daily operational requirements.   |                       |          |          |          |          |
| According to the company policy and standards, demonstrates knowledge of how to make a bed, clean a room, clean washrooms, inspect a guest room, stock storage area and stock a trolley.   |                       |          |          |          |          |
| According to the company policy and standards, demonstrates knowledge of procedures for public spaces /rooms cleaning.   |                       |          |          |          |          |
| Demonstrates the ability to communicate with the Engineering Department regarding the maintenance issues of rooms.   |                       |          |          |          |          |
| According to the company policy and standards, demonstrates an ability to understand procedures for documenting any deficiencies, including mechanical and electrical problems from the guest's rooms and report to the housekeeping supervisor. |                       |          |          |          |          |
| Demonstrates a basic understanding of the proper use of cleaning tools and equipment.  |                       |          |          |          |          |
| Demonstrates a basic understanding of the laundry operations.  |                       |          |          |          |          |
| Demonstrates an understanding of the flow of linens from rooms to the laundry and back to the guest rooms.   |                       |          |          |          |          |
| Demonstrates a basic understanding of inventory control and normal / average stock of linens.  |                       |          |          |          |          |
| Demonstrates the ability to identify the different chemicals used and of how they are used.  |                       |          |          |          |          |
| Demonstrates the ability to maintain a safe work environment.  |                       |          |          |          |          |
| <b>MAXIMUM RATING: 55/55</b>   | <b>INTERN RATING:</b> |          |          |          |          |
| <b>COMMENTS:</b>   |                       |          |          |          |          |



## Tobago Hospitality & Tourism Institute (THTI)

| <b>HUMAN RESOURCE<br/>(Contact Hours - 80)</b>  | <b>RATING</b>         |          |          |          |          |
|---|-----------------------|----------|----------|----------|----------|
|   | <b>1</b>              | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| Demonstrate a basic understanding of strategic recruitment and selection.                   |                       |          |          |          |          |
| Demonstrate a basic understanding of industrial/employee relations policies and procedures. |                       |          |          |          |          |
| Demonstrate an understanding of the organisation's mission statement, objectives and goals. |                       |          |          |          |          |
| Demonstrate a basic understanding of the concept of strategic training and development.     |                       |          |          |          |          |
| <b>MAXIMUM RATING: 20/20</b>  | <b>INTERN RATING:</b> |          |          |          |          |
| <b>COMMENTS:</b>  |                       |          |          |          |          |



# Tobago Hospitality & Tourism Institute (THTI)

## ASSESSMENT FORM – HOSPITALITY STUDIES

### ASSESSMENT OF BUSINESS COMPETENCIES

| Managing Self   | RATING |   |   |   |   |
|---|--------|---|---|---|---|
|   | 1      | 2 | 3 | 4 | 5 |
| Commitment to internship goals and objectives.  |        |   |   |   |   |
| Planning and Goal setting: effectiveness in working with others to plan and execute activities.                               |        |   |   |   |   |
| Productivity and application to assigned tasks and work output during internship.   |        |   |   |   |   |
| Time management: ability to complete tasks on schedule, work under pressure and handle multiple assignments at the same time. |        |   |   |   |   |
| Ability to perform independently with minimal supervision.  |        |   |   |   |   |
| Punctuality and Regularity – not developing a pattern of tardiness and absenteeism.   |        |   |   |   |   |
| Displays enthusiasm, motivation and positive attitude towards work.   |        |   |   |   |   |
| Demonstrates professionalism and care in personal qualities, tidiness, dress and hygiene.                                     |        |   |   |   |   |
| <b>SUB TOTAL:</b>   |        |   |   |   |   |



## Tobago Hospitality & Tourism Institute (THTI)

| <b>Communication, Influence and Team Work</b>   | <b>RATING</b> |          |          |          |          |
|---|---------------|----------|----------|----------|----------|
|   | <b>1</b>      | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| Staff relations: ability to get along with other workers, to resolve conflicts and problems, to impart knowledge. |               |          |          |          |          |
| Ability to work within a team.  |               |          |          |          |          |
| Demonstrates listening skills by asking and paying attention.   |               |          |          |          |          |
| Communicates effectively when speaking to internal and external customers.  |               |          |          |          |          |
| <b>SUB TOTAL:</b>   |               |          |          |          |          |

| <b>Analyzing and Solving Problems</b>   | <b>RATING</b> |          |          |          |          |
|---|---------------|----------|----------|----------|----------|
|   | <b>1</b>      | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| Good judgement: ability to make sound and fair decisions and to diffuse or solve difficult problems.  |               |          |          |          |          |
| Comprehends a situation by separating it into its constituent parts, making inferences about the implications in a logical and systematic manner. |               |          |          |          |          |
| <b>SUB TOTAL:</b>   |               |          |          |          |          |

| <b>Personal Creativity and Innovation</b>                    | <b>RATING</b> |          |          |          |          |
|--|---------------|----------|----------|----------|----------|
|  | <b>1</b>      | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| Willingness to innovate, take initiative and follow through. |               |          |          |          |          |
| Open to new and different ways of doing things.              |               |          |          |          |          |
| <b>SUB TOTAL:</b>  |               |          |          |          |          |



## Tobago Hospitality & Tourism Institute (THTI)

| <b>Customer and Stakeholder Focus</b>  | <b>RATING</b> |          |                       |          |          |
|--|---------------|----------|-----------------------|----------|----------|
|  | <b>1</b>      | <b>2</b> | <b>3</b>              | <b>4</b> | <b>5</b> |
| Demonstrates quality customer service to both internal and external customers. |               |          |                       |          |          |
| <b>SUB TOTAL:</b>  |               |          |                       |          |          |
| <b>MAXIMUM RATING:85/85</b>  |               |          | <b>INTERN RATING:</b> |          |          |

|   |  |
|---|--|
| <b>Technical Competencies Sub Total</b> |  |
| <b>Business Competencies Sub Total</b>  |  |
| <b>INTERN TOTAL RATING</b>              |  |

**GENERAL COMMENTS:**

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**Date of Assessment:** \_\_\_\_\_

**Assessment Completed By:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date Reviewed with Intern:** \_\_\_\_\_

**Employer/Supervisor Signature:** \_\_\_\_\_

**Organization Stamp:** \_\_\_\_\_

**Intern Signature:** \_\_\_\_\_