



# Tobago Hospitality & Tourism Institute (THTI)

## PERFORMANCE ASSESSMENT FORM – EXTERNSHIP

### ASSOCIATE DEGREE IN TOURISM STUDIES

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

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

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

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

| TASKS                               | HOURS |
|-------------------------------------|-------|
| Accounts                            | 40    |
| Front Desk Operations/ Reservations | 120   |
| Marketing & Sales                   | 80    |
| Conventions/ Meetings/ Events       | 80    |

#### 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.



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## ASSESSMENT FORM – TOURISM STUDIES

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

| FRONT DESK OPERATIONS/RESERVATIONS<br>(Contact Hours – 120)   | RATING |   |   |   |   |
|---|--------|---|---|---|---|
|   | 1      | 2 | 3 | 4 | 5 |
| 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.  |        |   |   |   |   |
| Demonstrates a basic understanding of how to use the software, and is able to check in a guest who has a reservation.   |        |   |   |   |   |
| Demonstrates 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.   |        |   |   |   |   |
| Demonstrates a basic understanding of how to use the software to review guest accounts, confirm and receive methods of payments, and check guest out.   |        |   |   |   |   |
| Demonstrates the ability to follow operating guidelines for the switchboard.  |        |   |   |   |   |
| Demonstrates the ability to take accurate and concise messages.   |        |   |   |   |   |
| Demonstrates the ability to check wake up calls and follow up if required.  |        |   |   |   |   |
| Demonstrates the ability to answer the phone according to organisation standards.   |        |   |   |   |   |



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| FRONT DESK OPERATIONS/RESERVATIONS   | RATING                |  |  |  |  |
|--|-----------------------|--|--|--|--|
|  |                       |  |  |  |  |
| 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>   |                       |  |  |  |  |

| SALES AND MARKETING<br>(Contact Hours - 80)   | RATING                |   |   |   |   |
|---|-----------------------|---|---|---|---|
|   | 1                     | 2 | 3 | 4 | 5 |
| Demonstrates an ability to conduct research using different researching techniques and tools used by the company. |                       |   |   |   |   |
| Demonstrates ability to exhibit networking skills.  |                       |   |   |   |   |
| Demonstrate an ability to assist in the preparation of proposals and reports.                                     |                       |   |   |   |   |
| Demonstrates proficiency in the use of Microsoft Excel, Word and Power Point.                                     |                       |   |   |   |   |
| Demonstrates the ability to maintain a safe work environment.   |                       |   |   |   |   |
| <b>MAXIMUM RATING: 25/25</b>  | <b>INTERN RATING:</b> |   |   |   |   |
| <b>COMMENTS:</b>  |                       |   |   |   |   |



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| <b>CONVENTIONS/MARKETING/EVENTS</b><br><b>(Contact Hours - 80)</b>   | RATING                |   |   |   |   |
|--|-----------------------|---|---|---|---|
|  | 1                     | 2 | 3 | 4 | 5 |
| Demonstrates good professional and interpersonal relationships with customers  |                       |   |   |   |   |
| Demonstrates an ability to facilitate all customers' enquiries about the facilities                                      |                       |   |   |   |   |
| Demonstrates an ability to utilise marketing skills, with respect to selling various convention packages to the customer |                       |   |   |   |   |
| Demonstrates the ability to make/meet customer needs with choosing correct room sizes and seating styles.                |                       |   |   |   |   |
| Demonstrate a willingness to assist in the set up of events.   |                       |   |   |   |   |
| Demonstrates the ability to maintain a safe work environment   |                       |   |   |   |   |
| <b>MAXIMUM RATING: 30/30</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)

## ASSESSMENT FORM – TOURISM 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)

| Customer and Stakeholder Focus   | RATING |   |                       |   |   |
|--|--------|---|-----------------------|---|---|
|  | 1      | 2 | 3                     | 4 | 5 |
| 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:** \_\_\_\_\_