

Reference No.																			
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SELF-ASSESSMENT GUIDE

Qualification:	FRONT OFFICE SERVICES NC III		
Units of Competency covered:	<ul style="list-style-type: none"> • Monitor routine workplace operations • Coach and mentor others in Job skills • Monitor and Control Financial Standards and Records • Provide requirements for the security of guests 		
Instruction: Read each question and check the appropriate column to indicate your answer.			
Can I?		YES	NO
MONITOR ROUTINE WORKPLACE OPERATIONS			
<i>Monitor and improve workplace operations</i>			
1. Monitor efficiency and service levels on an ongoing basis through close contact with day to day operations*			
2. Ensure operations in the workplace and quality assurance initiatives to support overall enterprise goals			
3. Identify and adjust quality problems and issues promptly accordingly with relevant approvals*			
4. Adjust procedures and systems in consultation with colleagues to improve efficiency and effectiveness*			
5. Consult colleagues about ways to improve efficiency and service levels			
<i>Plan and organize workflow</i>			
6. Prepare work schedule in a manner that enhances efficiency and customer service quality*			
7. Delegate work to appropriate people in accordance with principles of delegation*			
8. Assess progress against agreed objectives and timelines*			
9. Assist colleagues in prioritization of workload through supportive feedback and coaching			
<i>Maintain workplace records</i>			
10. Complete and submit workplace records accurately within required timeframes*			
11. Delegate and monitor records prior to submission			
<i>Solve problems and make decisions</i>			
12. Identify workplace problems promptly and analyze them from an operational and customer service perspective			
13. Initiate corrective action to resolve the immediate problem where appropriate*			
14. Encourage team members to participate in solving problems they raise			

15. Monitor effectiveness of solutions in the workplace*		
COACH AND MENTOR OTHERS IN JOB SKILLS		
<i>Prepare for on job coaching</i>		
16. Identify need for coaching based on a range of factors		
17. Identify skill deficiencies that could be addressed by coaching through discussion with the colleague to be coached		
18. Organize suitable time and place with colleague to conduct coaching in accordance with enterprise policy, where appropriate*		
<i>Coach colleagues on the job</i>		
19. Explain overall purpose of coaching to the colleagues		
20. Explain and demonstrate specific skills to be coached		
21. Communicate underpinning knowledge		
22. Check colleague's understanding*		
23. Provide colleagues opportunities to practice the skill and ask questions*		
24. Provide feedback in a constructive and supportive manner*		
<i>Follow up coaching</i>		
25. Monitor progress with new skills in the workplace and provide supportive assistance as required*		
26. Report progress as required to the appropriate person*		
27. Identify, rectify, and refer performance problems or difficulties to the appropriate person for follow-up*		
28. Coordinate with Human Resources Department on identified training requirements		
MONITOR AND CONTROL FINANCIAL STANDARDS AND GUEST RECORDS		
<i>Maintain Guest records</i>		
29. Check transactions in accordance with enterprise procedures*		
30. Check prepared balances in accordance with enterprise procedures*		
31. Identify and reconcile discrepancies or errors with the concerned staff*		
<i>Complete financial reports</i>		
32. Finalize and verify financial/statistical reports on time*		
33. Forward financial/statistical reports promptly to the appropriate person/department*		
PROVIDE REQUIREMENTS FOR THE SECURITY OF GUESTS		
34. Identify nature of the visit by the VIP		
35. Liaise relevant people regarding the visit*		
36. Identify factors impacting on VIP safety while at the premises*		
37. Create safety plans for the VIP visit*		
38. Identify resources required to support safety plans		
39. Acquire surveillance and communication equipment*		

40. Select staff to provide for VIP safety*		
41. Provide information to staff in relation to VIP safety and plans*		
42. Establish media liaison facilities and procedures		
43. Conduct drills to trial safety plans*		
44. Set time and date for coaching/mentoring session of staff		
<i>Implement plans for VIP safety</i>		
45. Apply pre-arrival preparations*		
46. Conduct final pre-arrival checks*		
47. Meet and escort VIPs to the establishment*		
48. Maintain safety of VIPs during stay*		
49. Facilitate departure of VIPs*		
<i>Conduct evaluation of plans following departure of VIP</i>		
50. Debrief staff who were involved with project*		
51. Analyze responses to breaches of safety that occurred*		
52. Prepare draft safety plans for future VIP visits on the basis of feedback received and analysis undertaken*		
I agree to undertake assessment with the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Name and Signature		Date