

Reference No.																	
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SELF-ASSESSMENT GUIDE

Qualification:	FRONT OFFICE SERVICES NC IV																
Units of Competency covered:	<ul style="list-style-type: none"> • Plan and establish systems and procedures • Lead and manage people • Manage and resolve conflict situations • Manage guests' financial records 																
<p>Instruction: Read each question and check the appropriate column to indicate your answer.</p>																	
Can I?															YES	NO	
PLAN AND ESTABLISH SYSTEMS AND PROCEDURES																	
<i>Plan and develop systems and procedures</i>																	
1. Determine the necessity for enterprise systems and procedures and clarifies enterprise requirements by monitoring the workplace and consulting with colleagues and customers on an ongoing basis*																	
2. Develop or revise policies and procedures using appropriate consultative processes*																	
3. Consider immediate operational needs, enterprise goals, capabilities and resources when developing or revising policies and procedures*																	
4. Identify relevant legal and ethical constraints*																	
<i>Establish systems and procedures</i>																	
5. Provide advance notice of new systems and procedures to colleagues																	
6. Introduce systems and procedures to the workplace in a manner that causes minimum disruption to customers and colleagues																	
7. Provide training and support to colleagues as required*																	
<i>Review systems and procedures</i>																	
8. Monitor efficiency and effectiveness of policies and procedures*																	
9. Acquire suggestions for improvements to systems and procedures are from colleagues at all levels*																	
10. Make adjustments to systems and procedures when necessary*																	
LEAD AND MANAGE PEOPLE																	
<i>Standards of performance and behavior</i>																	
11. Project individual performance as a positive role model to the team																	
12. Show support and commitment to enterprise goals in day-to-day work performance*																	
13. Treat staff with integrity, respect and empathy*																	
<i>Develop team commitment and co-operation</i>																	
14. Develop and communicate plans and objectives in consultation with the team*																	

15. Make plans and objectives consistent with enterprise goals*		
16. Communicate expectations, roles and responsibilities in a way that encourages individuals/teams to take responsibility for their work*		
17. Encourage teams and individuals to develop innovative approaches to work		
18. Recognize and reward team members*		
19. Model and encourage open and supportive communication styles within the team*		
20. Seek and share information from the wider environment with the team		
21. Represent team's interests appropriately in the wider environment		
<i>Manage team performance</i>		
22. Assess skills of team's members and provide opportunities for individual development*		
23. Monitor team's performance to ensure progress towards achievement of goals*		
24. Delegate tasks and responsibilities appropriately*		
25. Provide mentoring and coaching support to team members*		
26. Recognize and reward team achievements*		
MANAGE AND RESOLVE CONFLICT SITUATIONS		
<i>Respond to complaints</i>		
27. Handle complaints sensitively, courteously and discreetly*		
28. Take responsibility for resolving complaints*		
29. Handle complaints in accordance with enterprise procedures*		
<i>Identify and manage conflict situations</i>		
30. Identify potential for conflict quickly and take appropriate action to prevent escalation*		
31. Identify threats to personal safety of customers or colleagues quickly and organize appropriate assistance*		
32. Identify problem areas and take prompt action to identify possible responses*		
<i>Resolve conflict situations</i>		
33. Take responsibility for finding a solution to the conflict situations within scope of individual responsibility and job role*		
34. Manage conflict by applying effective communication skills and anger management techniques*		
35. Use conflict resolution skills to manage the conflict situation and develop solutions *		
MANAGE GUESTS' FINANCIAL RECORDS		
<i>Determine the context of guest financial records</i>		
36. Identify financial documentation and personnel responsible for guest financial records*		
37. Identify goods and services that require record maintenance*		
38. Identify accounting process for the establishment*		

39. Identify type of transaction processed as part of managing guest financial records*		
40. Identify deposit and advance payment requirements for the organization*		
41. Identify room rates that apply to the property*		
42. Identify guest record keeping system*		
43. Identify limitations and restrictions that apply to guest financial transaction with the property*		
44. Identify procedures for dealing with problem account situations*		
45. Identify payment options for guests*		
<i>Establish guest financial record</i>		
46. Open guest account in accordance with organizational requirement*		
47. Obtain and record guest payments on arrival, where appropriate*		
48. Notify revenue centers regarding status of individual accounts/ guests*		
49. Update guest account on arrival of guest*		
50. Check guest history*		
<i>Manage guest financial record</i>		
51. Update charges and payments made to guest account*		
52. Monitor house limits on guest accounts*		
53. File supporting documentation for charges, products, and services rendered*		
54. Reconcile guest accounts*		
55. Notify revenue centers regarding changes to guest status, as required*		
56. Make refunds where appropriate*		
57. Manage nigh audit functions*		
58. Prepare account for payment*		
<i>Finalize guest financial record</i>		
59. Present accounts and explains charges to guest for payment*		
60. Accept and record payment*		
61. Processes finalized guest account*		
62. Deal with late charges*		
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

* Critical aspect of competency