

Accomplishments Checklist

Date: _____

Based on work observations for: _____
(employee)

Instructions: Evaluate how well the employee performs these tasks in the workplace.

	Above Average	Average	Below Average
Check-In			
Greet the guest.			
A. Make eye contact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Welcome the guest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Register the guest.			
A. Verify guest's reservation information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Create the registration record.			
1. Ask the guest to verify the information on the card.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Point out the room rate on the card. (Don't say it out loud.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ask the guest to sign the card.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Assign the room and rate.			
1. Make room assignments based on guest's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Accommodate/handle special requests, when possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Explain special marketing programs offered by your property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Establish the method of payment.			
1. Cash			
a. Secure positive identification (if required) and verify against the registration card.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Front Desk Lobby Manual

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