



## Housekeeping Room Attendant Self Review Checklist

Name: \_\_\_\_\_

Date of Review: \_\_\_\_\_

<b>Rating Scale:</b>		<b>A = Very good – up to standard</b>	
		<b>B = Good – room for some improvement</b>	
		<b>C = Below standard – a key area for me to focus on development</b>	
<p>For each task listed, rate your degree of competency based on how well you perform these tasks on the job. The Housekeeping Room Attendant National Occupational Standards may be referenced for further information on each skill listed.</p> <p>Share your results with your immediate supervisor or a peer and seek their opinion to help you prepare and plan on improvements. Once you have mastered all of the skills, <b>please sign</b> the bottom of the <i>Supervisor/Mentor Sign-off and Request for Performance Evaluation Form</i>. After your supervisor has completed the form, please ensure the form, with <b>both signatures</b>, is returned to your local Tourism Human Resource Organization (HRO).</p>			
	Follows house policies		Identifies fire safety information
	Follows legislation related to job		Considers emergency guidelines
	Maintains personal grooming and hygiene		Follows security procedures
	Is professional		Provides security in guest rooms
	Understands the chain of command		Reports discrepancies in room status
	Is a team player		Handles items left by guests
	Follows guidelines for accepting gratuities		Begins and ends shift systematically
	Knows the relevant forms of non-verbal communication		Prepares cart
	Communicates effectively		Stocks linen room
	Provides information about property		Uses cleaning products and tools
	Provides information about community		Enters guest rooms
	Demonstrates use of guest room features		Cleans guest rooms
	Lends and retrieves property's equipment		Makes beds
	Handles complaints		Cleans bathrooms
	Protects guests' privacy		Cleans special areas
	Works safely		Provides turn-down service
	Describes Workplace Hazardous Materials Information System (WHMIS)		Ensures that room is appealing to guests
	Follows WHMIS guidelines		Carries out rotation cleaning duties
	Identifies symbols for controlled products		



## **Housekeeping Room Attendant Performance Evaluation Information**

### **Skills in Evaluation**

A1.3	Maintain personal grooming and hygiene
B1.5	Demonstrate use of guest room features
D1.1	Work safely
D2.2	Consider emergency guidelines
F1.2	Prepare cart
F2.1	Use cleaning products and tools
F2.2	Enter guest rooms
F2.3	Clean guest rooms
F2.4	Make beds
F2.5	Clean bathrooms
F2.8	Ensure that room is appealing to guests



## Review Checklist for Housekeeping Room Attendant Supervisor/Mentor Sign-off & Request for Performance Evaluation

Candidate's Name: \_\_\_\_\_ Date of Review: \_\_\_\_\_

<b>Rating Scale:</b>	<b>A = Very good – up to standard</b>		
	<b>B = Good – room for some improvement</b>		
	<b>C = Below standard – a key area for me to focus on development</b>		
<p>For each task listed, rate the candidate's degree on competency based on how well s/he performs these tasks on the job. The Housekeeping Room Attendant National Occupational Standards may be referenced for further information on each skill listed.</p>			
	Follows house policies		Identifies fire safety information
	Follows legislation related to job		Considers emergency guidelines
	Maintains personal grooming and hygiene		Follows security procedures
	Is professional		Provides security in guest rooms
	Understands the chain of command		Reports discrepancies in room status
	Is a team player		Handles items left by guests
	Follows guidelines for accepting gratuities		Begins and ends shift systematically
	Knows the relevant forms of non-verbal communication		Prepares cart
	Communicates effectively		Stocks linen room
	Provides information about property		Uses cleaning products and tools
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	Demonstrates use of guest room features		Cleans guest rooms
	Lends and retrieves property's equipment		Makes beds
	Handles complaints		Cleans bathrooms
	Protects guests' privacy		Cleans special areas
	Works safely		Provides turn-down service
	Describes Workplace Hazardous Materials Information System (WHMIS)		Ensures that room is appealing to guests
	Follows WHMIS guidelines		Carries out rotation cleaning duties
	Identifies symbols for controlled products		

### Supervisor/Mentor Sign-off and Recommendation

I attest that the above information is true and is an accurate reflection of this individual's level of competency. I believe this individual is sufficiently prepared and ready to be assessed on the performance requirement of certification.

Supervisor/Mentor Name:			
Title:		Signature:	

### Candidate Sign-Off

I have met the 500 hours work experience requirement and am ready for the Performance Evaluation component of Certification.

Candidate Signature:		Date:	
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