



Hospitality Competency-based Assessment Form Template

16 Feb 2026 / Jake Augie

Complete

Score	62 / 82 (75.61%)	Flagged items	2	Actions	2
Competency Evaluator					

Conducted on

16.02.2026

Location

2955 S Rutherford Blvd,
Murfreesboro, TN 37130, USA
(35.8331439, -86.3521932)

Prepared by

Jake Augie

Department/Team

Operations

Role/Position

Front of House Supervisor

Staff Member Under Assessment

Staff Member Name

Cathy Zanna

Staff Member Role

Room Attendant

Staff Member Department/Team

Housekeeping

Flagged items & Actions	2 flagged, 2 actions
Flagged items	2 flagged, 0 actions
Competency-based Assessment Form / Basic or Generic skills	
Can the staff member communicate clearly and professionally while performing their role?	No

Competency-based Assessment Form / Role-specific Technical Competencies / Housekeeping

Can the staff member complete cleaning tasks correctly and consistently?	No
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Competency-based Assessment Form / Basic or Generic skills

Performance rating (one = lowest, five = highest): 2
From 1 to 5

Talks to guests too quickly and doesn't ask if they understand her

To do | Assignee: SafetyCulture Staff | Priority: Medium | Due: 23.02.2026 14:55 PST |
Created by: SafetyCulture Staff

Take additional guest communication training

Cathy should receive additional training on proper communication with guests. It should focus on:

- Speaking pace
- Clarity
- Using a friendly tone
- Guest engagement standards

Competency-based Assessment Form / Role-specific Technical Competencies / Housekeeping

Performance rating (one = lowest, five = highest): 2
From 1 to 5

Completes cleaning tasks properly, but forgets to wear gloves



Photo 1

To do | Assignee: SafetyCulture Staff | Priority: Medium | Due: 23.02.2026 15:25 PST |
Created by: SafetyCulture Staff

Needs additional PPE training

Cathy needs to be refreshed on the importance of PPE when cleaning

Competency-based Assessment Form		2 flagged, 2 actions, 61 / 81 (75.31%)
Assessment Form Setup and Governance		13 / 15 (86.67%)
Are the critical tasks for observation clearly identified?		Yes
Are performance criteria defined for the task being assessed?		Yes
Are performance criteria defined using clear, observable pass criteria?		Yes
Are clear criteria in place to ensure performance consistency?		Yes
Are appropriate assessment methods selected for each competency?		Yes
Tick all competency assessment methods that apply:		
Observation		<input checked="" type="checkbox"/>
Oral Questioning		<input checked="" type="checkbox"/>
Portfolio Evidence		<input type="checkbox"/>
Third-party Reports		<input type="checkbox"/>
Others:		
Are role-specific check-rides scheduled and documented?		Yes
Are role-specific observed assessments scheduled and documented?		Yes
Are assessment results recorded and retained in line with internal procedures?		Yes
Is feedback provided to the staff member based on observed performance?		Yes
Are coaching actions written down when issues or risks are found?		Yes
Are follow-up actions set up and tracked to make sure things improve?		Yes
Basic or Generic skills		1 flagged, 1 action, 21 / 30 (70%)

Can the staff member communicate clearly and professionally while performing their role?

No

Performance rating (one = lowest, five = highest):

2
From 1 to 5

Talks to guests too quickly and doesn't ask if they understand her

To do | Assignee: SafetyCulture Staff | Priority: Medium | Due: 23.02.2026 14:55 PST |
Created by: SafetyCulture Staff

Take additional guest communication training

Cathy should receive additional training on proper communication with guests. It should focus on:

- Speaking pace
- Clarity
- Using a friendly tone
- Guest engagement standards

Can the staff member work effectively with others as part of a team?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Can the staff member deliver customer service that meets workplace standards?

Yes

Performance rating (one = lowest, five = highest):

3
From 1 to 5

Can the staff member identify issues during work tasks?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Can the staff member apply problem-solving skills during work tasks?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Common Hospitality Competencies

15 / 18 (83.33%)

Can the staff member consistently follow workplace safety requirements relevant to their role?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Can the staff member consistently apply hygiene practices during work activities?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Can the staff member apply required industry knowledge when performing their duties?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Role-specific Technical Competencies

1 flagged, 1 action, 12 / 18 (66.67%)

Front Office

Can the staff member correctly handle reservations using approved systems or procedures?

N/A

Can the staff member accurately complete check-in and check-out processes?

N/A

Can the staff member respond to guest inquiries in line with service standards?

N/A

Kitchen

Can the staff member prepare food according to approved procedures?

N/A

Can the staff member apply food safety controls during preparation and service?

N/A

Can the staff member follow hygiene requirements at all times while working in the kitchen?

N/A

Housekeeping

1 flagged, 1 action, 12 / 18 (66.67%)

Can the staff member prepare guest rooms to required establishment standards?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Can the staff member complete cleaning tasks correctly and consistently?

No

Performance rating (one = lowest, five = highest):

2
From 1 to 5

Completes cleaning tasks properly, but forgets to wear gloves



Photo 1

To do | Assignee: SafetyCulture Staff | Priority: Medium | Due: 23.02.2026 15:25 PST | Created by: SafetyCulture Staff

Needs additional PPE training

Cathy needs to be refreshed on the importance of PPE when cleaning

Can the staff member handle laundry in line with workplace procedures?

Yes

Performance rating (one = lowest, five = highest):

4
From 1 to 5

Final Performance Rating

Pass

List down all coaching actions required below.

- Cathy needs to improve her guest communication skills to enhance her abilities as a room attendant
- She needs to be reminded of the importance of personal safety in her role

Additional Comments

- Overall, a competent room attendant who understands what's expected of her position and completes her tasks. Just needs a few improvements.

Inspector Signature

Jake Augie
16.02.2026 15:28 PST

Supervisor Signature (if applicable)

Jake Augie
16.02.2026 15:29 PST

Media summary



Photo 1