

29. EMPLOYEE EXCELLENCE IN SERVICE (FRONT OF HOUSE)

**NAME OF
CANDIDATE:**

The individuals nominated in this category will be judged on a 500 word written submission and an interview conducted by a panel of industry representatives

PRE-INTERVIEW

Quality of presentation – 500 word submission	1	2	3	4	5	
Quality of CV, qualifications and received awards	1	2	3	4	5	
Media exposure, clips etc.	1	2	3	4	5	
Evidence of the individuals outstanding service skills	1	2	3	4	5	

Pre-interview score: **/20**

Pre-interview Comments:

INTERVIEW ASSESSMENT

Introductory manners	1	2	3	4	5	
Personal presentation, attire, grooming etc.	1	2	3	4	5	
Personality, confident, outgoing, eye contact, etc	1	2	3	4	5	
Articulate in conversation	1	2	3	4	5	
Focused and disciplined when answering questions	1	2	3	4	5	
Explanation of outstanding achievement work or community related	1	2	3	4	5	
Explanation of the individuals commitment to training	1	2	3	4	5	
Explanation of the commitment to responsible service of alcohol	1	2	3	4	5	
Explanation of the workplace health & safety initiatives	1	2	3	4	5	
Explanation of the individual involvement in the Environmental Sustainability actions of the hotel	1	2	3	4	5	
Elaborate on professional skills	1	2	3	4	5	
Elaborate on customer service skills	1	2	3	4	5	
Attitude to guest special requests	1	2	3	4	5	
Summarize in own words why candidate should win the award	1	2	3	4	5	
Parting salutation	1	2	3	4	5	

Interview assessment Score:
/75

Interview assessment Comments:

JUDGES OVERALL ASSESSMENT: 1 2 3 4 5 6 7 8 9 10 **/10**

➔ TOTAL SCORE **/105**
