



### 30. EMPLOYEE EXCELLENCE IN SERVICE (BACK 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

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#### **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:**

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#### **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	

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**Interview assessment Score:**         
**/75**

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**Interview assessment Comments:**

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

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**➔ TOTAL SCORE** **/105**

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