

Hospitality Staff Guest Interaction Assessment

Staff Details

Staff Name

Position

Date

Assessor

Assessment Criteria

Criteria	Excellent	Good	Needs Improvement	Comments
Greeting & First Impressions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Professional Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Communication Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Product Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Closing Interaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

General Comments / Observations

Action Plan / Next Steps