

STUDENT _____
 FIELD SITE _____

MAJOR _____
 POSITION _____

FORM 11 – HOSPITALITY AND TOURISM (HOST) MATRIX OF COMPETENCIES
(based on American Hotel and Lodging Association industry standards)
COOPERATIVE EDUCATION 193v - FALL 2007 AND / OR SPRING 2008 AND / OR SUMMER 2008

Directions: Using the scale below, check the appropriate rating which indicates the degree of competence you have demonstrated and achieved through your Cooperative Education field placement and MCC coursework. The numerical ratings of 3, 2, 1, and 0 are **not** intended to represent the traditional grading system of A, B, C, and D. The description associated with each of the ratings focuses on **your objective assessment of your mastery of skills and competencies** required in the high performance workplace. A review of the completed matrix will tell the reader the level at which you meet basic employment standards and expectations.

Rating Scale:

3 = I have demonstrated performance and mastery at a more than satisfactory level.

2 = I have demonstrated satisfactory performance.

1 = I will seek additional training and assistance to improve my performance.

0 = No exposure to skill or competency OR not applicable to student.

3	2	1	0	EMPLOYABILITY	COMMENTS
				Reports on time for scheduled shifts	
				Notifies manager promptly of absence or tardiness	
				Manages time and resources	
				Accepts direction with a positive attitude and sense of urgency	
				Adheres to schedules and meets deadlines	
				Complies with employee policies and procedures	
				Projects willingness to learn new techniques and procedures	
3	2	1	0	PERSONAL IMAGE	COMMENTS
				Maintains professional appearance in accordance with dress code and grooming policy	
				Attire/uniform is complete, clean and worn with accompanying name tag	
3	2	1	0	COMMUNICATIONS	COMMENTS
				States ideas effectively (orally and written)	
				Uses proper grammar in writing and speaking	
				Demonstrates effective listening skills	
				Follows verbal & written instructions appropriately	
				Informs supervisor of possible challenges and/or co-workers of pertinent information in a timely manner	
				Demonstrates positive non-verbal communication skills (i.e. facial expressions, gestures, posture, etc.)	
3	2	1	0	INTERPERSONAL	COMMENTS
				Demonstrates responsibility for actions	
				Demonstrates honesty and loyalty to the company	
				Adapts to change and is flexible to job demands	
				Interacts with others tactfully	
				Works effectively with co-workers as a team player	
				Displays concern for others	
				Resolves conflicts in a positive manner	
3	2	1	0	TECHNOLOGY	COMMENTS
				Understands & uses relevant technology appropriately	
				Demonstrates proper care of equipment	
				Demonstrates adaptability to unfamiliar equipment & technology	
				Utilizes manuals, tutorials and other available help	
				Troubleshoots problems and offers possible solutions	

HOSPITALITY AND TOURISM MATRIX OF COMPETENCIES

3	2	1	0	SYSTEMS	COMMENTS
				Knows names, titles and basic duties of immediate work team	
				Understands organizational structure of work site	
				Recognizes links between tasks performed by different team members	
				Recognizes and adapts to various supervisory styles	
3	2	1	0	RESOURCE UTILIZATION	COMMENTS
				Demonstrates ability to utilize appropriate resources to complete an assigned task	
				Prioritizes tasks/activities based on time and attention needed for completion	
				Demonstrates knowledge of workplace service and/or products	
				Practices safe use of equipment/tools and practices accident prevention	
3	2	1	0	CRITICAL THINKING	COMMENTS
				Recognizes or identifies problems as they occur	
				Identifies problems, determines appropriate resolution, takes action to resolve problems and ensures guest satisfaction	
				Organizes ideas logically	
3	2	1	0	JOB SPECIFIC COMPETENCIES	COMMENTS
				Uses terminology of the industry or field correctly	
				Understands the concepts, techniques, requirements, etc. of job	
				Able to describe the organization's basic mission	
				Composes, edits, revises documents such as letters, reports, etc.	
				Demonstrates effective guest/customer service skills	
				Demonstrates appropriate level of product/service knowledge	
				Typing skills: _____ wpm	
				Able to operate 10-key electronic calculator	
				Utilizes relevant equipment/tools:	
				Telephone/voice mail system	
				Call Accounting System	
				Paging System	
				Facsimile	
				Photocopier	
				Computer (Property Management System, PC, Mac, Other)	
				Point of Sale (POS), NCR (electronic machines – F&B)	
				Cash register	
				Other (specify)	
				Other (specify)	
				Utilizes computer applications:	
				Word processing (specify)	
				Database (specify)	
				Spreadsheet (specify)	
				Desktop publishing (specify)	
				Electronic mail	
				Internet	
				Other (specify)	
				Other (specify)	
				Additional information:	

COMPLETED BY _____
 (Signature of Student)

DATE _____

STUDENT _____
 FIELD SITE _____

MAJOR _____
 SUPERVISOR _____

FORM 12 – HOSPITALITY AND TOURISM (HOST) MATRIX OF COMPETENCIES
(based on American Hotel and Lodging Association industry standards)
COOPERATIVE EDUCATION 193v - FALL 2007 AND / OR SPRING 2008 AND / OR SUMMER 2008

Directions: Using the scale below, check the appropriate rating which indicates the degree of competence demonstrated and achieved by the Cooperative Education intern at the field placement site. The numerical ratings of 3, 2, 1, and 0 are **not** intended to represent the traditional grading system of A, B, C, and D. The description associated with each of the ratings focuses on the level of the student's performance based on the employer's standards and expectations for that type of position. A review of the completed matrix will tell the reader if the student meets basic employment standards and expectations.

Rating Scale:

3 = Student has demonstrated performance and mastery at a more than satisfactory level.

2 = Student demonstrated satisfactory performance.

1 = Additional training and assistance will improve the student's performance.

0 = No exposure to skill or competency OR not applicable to student.

3	2	1	0	EMPLOYABILITY	COMMENTS
				Reports on time for scheduled shifts	
				Notifies manager promptly of absence or tardiness	
				Manages time and resources	
				Accepts direction with a positive attitude and sense of urgency	
				Adheres to schedules and meets deadlines	
				Complies with employee policies and procedures	
				Projects willingness to learn new techniques and procedures	
3	2	1	0	PERSONAL IMAGE	COMMENTS
				Maintains professional appearance in accordance with dress code and grooming policy	
				Attire/uniform is complete, clean and worn with accompanying name tag	
3	2	1	0	COMMUNICATIONS	COMMENTS
				States ideas effectively (orally and written)	
				Uses proper grammar in writing and speaking	
				Demonstrates effective listening skills	
				Follows verbal & written instructions appropriately	
				Informs supervisor of possible challenges and/or co-workers of pertinent information in a timely manner	
				Demonstrates positive non-verbal communication skills (i.e. facial expressions, gestures, posture, etc.)	
3	2	1	0	INTERPERSONAL	COMMENTS
				Demonstrates responsibility for actions	
				Demonstrates honesty and loyalty to the company	
				Adapts to change and is flexible to job demands	
				Interacts with others tactfully	
				Works effectively with co-workers as a team player	
				Displays concern for others	
				Resolves conflicts in a positive manner	
3	2	1	0	TECHNOLOGY	COMMENTS
				Understands & uses relevant technology appropriately	
				Demonstrates proper care of equipment	
				Demonstrates adaptability to unfamiliar equipment & technology	
				Utilizes manuals, tutorials and other available help	
				Troubleshoots problems and offers possible solutions	

HOSPITALITY AND TOURISM MATRIX OF COMPETENCIES

3	2	1	0	SYSTEMS	COMMENTS
				Knows names, titles and basic duties of immediate work team	
				Understands organizational structure of work site	
				Recognizes links between tasks performed by different team members	
				Recognizes and adapts to various supervisory styles	
3	2	1	0	RESOURCE UTILIZATION	COMMENTS
				Demonstrates ability to utilize appropriate resources to complete an assigned task	
				Prioritizes tasks/activities based on time and attention needed for completion	
				Demonstrates knowledge of workplace service and/or products	
				Practices safe use of equipment/tools and practices accident prevention	
3	2	1	0	CRITICAL THINKING	COMMENTS
				Recognizes or identifies problems as they occur	
				Identifies problems, determines appropriate resolution, takes action to resolve problems and ensures guest satisfaction	
				Organizes ideas logically	
3	2	1	0	JOB SPECIFIC COMPETENCIES	COMMENTS
				Uses terminology of the industry or field correctly	
				Understands the concepts, techniques, requirements, etc. of job	
				Able to describe the organization's basic mission	
				Composes, edits, revises documents such as letters, reports, etc.	
				Demonstrates effective guest/customer service skills	
				Demonstrates appropriate level of product/service knowledge	
				Typing skills: _____ wpm	
				Able to operate 10-key electronic calculator	
				Utilizes relevant equipment/tools:	
				Telephone/voice mail system	
				Call Accounting System	
				Paging System	
				Facsimile	
				Photocopier	
				Computer (Property Management System, PC, Mac, Other)	
				Point of Sale (POS), NCR (electronic machines – F&B)	
				Cash register	
				Other (specify)	
				Other (specify)	
				Utilizes computer applications:	
				Word processing (specify)	
				Database (specify)	
				Spreadsheet (specify)	
				Desktop publishing (specify)	
				Electronic mail	
				Internet	
				Other (specify)	
				Other (specify)	
				Additional information:	

COMPLETED BY: _____ **DATE** _____
 (Signature / Title of Field Supervisor)