

National Awards for Excellence



EMPLOYEE EXCELLENCE IN SERVICE

NAME OF CANDIDATE: _____

**NAME OF
HOTEL/VENUE:** _____

DATE INTERVIEWED: _____

The individuals nominated in this category will be judged on a 500 word written submission. Judges are required to interview the candidate at the candidates place of business while in the process of completing judging for the respective state

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**