

Competence focus for training in tourism

Self-assessment list

For self-assessment and guidance during training

Based on specific training needs identified in the
Enterprised project

Here you can document and assess your competences in the field of tourism.

In the training you can turn to your trainer or mentor for explanations, discussions and ideas for further development.

Competences are developed in various ways and arenas for example through work, courses, studies (including self studies), leisure and social activities, family life and more. You can possess skills in some of the areas based on prior learning which are transferrable between jobs. Take notice of those and review your prior learning.

Name: _____

Assessment scale

Use the descriptions here below to assess your skills and competences in each category. Seek guidance from your trainer or mentor if something is unclear. Notaðu lýsingarnar hér að neðan til að meta þekkingu þína og færni í hverjum og einum hæfnipætti.

1 – Limited knowledge and competences and / or can conduct simple tasks under the guidance of others.

2 – Some knowledge and competences and / or can conduct prescribed tasks under the guidance of the next supervisor.

3 – Good knowledge and competences and / or works productively and independently.

4 – Extensive knowledge and competences and / or solid professional knowledge, shows independence and initiative at work and guides others.

Competences categories and main factors / standards

Information about the business	1	2	3	4	Completed	Not completed
					Assessor	
Awareness of own role in the chain of jobs in the workplace.						
Expectations and perceptions identical with what the sector revolves around.						

Basic skills	1	2	3	4	Completed	Not completed
					Assessor	
Literacy skills according to workplace requirements						
Numeracy skills according to workplace requirements						
Language skills according to workplace requirements						

Interpersonal skills	1	2	3	4	Completed	Not completed
					Assessor	
Clear and service minded attitude and communication when greeting and speaking with costumers						
Taking initiative in approaching guests as needed with information and services						

Awareness of appropriate appearance at work						
Awareness of own body language and others						

Practical knowledge	1	2	3	4	Completed	Not completed
					Assessor	
Insight and knowledge about service procedures at work						
Insight and knowledge about service processes at work						
Understanding of practical issues linked to servicing and accommodating guests						

Language skills	1	2	3	4	Completed	Not completed
					Assessor	
Ability to meet guests in another language in a clear manner according to situational needs						
Knowledge of appropriate choice of words linked to the services at hand						

Customer orientation and hospitality	1	2	3	4	Completed	Not completed
					Assessor	
Service user focus, aiming at understanding and meeting requested needs						
Awareness of how to exceed customer's needs to increase customer satisfaction.						

Situational and local knowledge	1	2	3	4	Completed	Not completed
					Assessor	
Able to answer questions about main attractions and spots in the local area and options for tourists (e.g., historical places, geography, legends and other services)						
Takes into account conditions and report those to guests as needed						

Intercultural and diversity aspects	1	2	3	4	Completed	Not completed
					Assessor	
Able to work with people and serve customers with diverse background						
Awareness and respect for different cultures and traditions, age and gender identity						
Able to show an inclusive mindset						

Handling of complaints	1	2	3	4	Completed	Not completed
					Assessor	
Knowledge of set processes of services at hand						
Knowledge of appropriate responses to various complaints						
Able to remain calm in situations where customers may show impatience						
Knowing whom to turn to in case of assistance and support needed						

Digital skills (ICT)	1	2	3	4	Completed	Not completed
					Assessor	
Knowledge of main programs used in the services						
Knowledge and competence in using specific programs according to identified needs of the services at hand						

Leadership skills	1	2	3	4	Completed	Not completed
					Assessor	
Awareness of one's own role in the team						
Supporting team members and promoting a learning culture						
Able to provide mentorship to enhance employee well-being and development						

Environmental awareness	1	2	3	4	Completed	Not completed
					Assessor	
Awareness, knowledge and support of processes working towards sustainability						
Knowledge about the optimal utilization of resources and organisation of products and delivery						

Food handling	1	2	3	4	Completed	Not completed
					Assessor	
Following processes for handling food in a safe manner (in restaurants and for „over the counter“ food sales)						

Sales techniques	1	2	3	4	Completed	Not completed
					Assessor	
Knowledge of marketing and sales techniques						
Knowledge of how to present and promote new services or products to customers						

Entrepreneurial thinking	1	2	3	4	Completed	Not completed
					Assessor	
Able to think of innovative ways to improve and adjust services/processes						
Able to developing new services or products based on customers' needs						

Hygiene awareness	1	2	3	4	Completed	Not completed
					Assessor	
Knowledge of general guidelines for hygiene						
Knowledge of specific guidelines for COVID						
Knowledge and ability to keep customers feeling safe						

Safety awareness	1	2	3	4	Completed	Not completed
					Assessor	
Awareness of environment safety according to buildings and situational factors						
Awareness of first aid such as Cardio Recovery Pulmonary with the use of Automatic External Defibrillator, Heimlich Maneuver, and deep cuts						