

# Skills Survey

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Now that you have gained some experience in Front Office operations we will proceed to study some aspects of Front Office Management. Your experiences will prove useful in this module. You are required to answer the following questions *truthfully*.

If you do not have *all* the following skills or feel that your skills are not quite up to scratch, it may well be because you have not been given the opportunity to develop them at your place of work. Don't be discouraged: You may be able to rectify this in future!

Name \_\_\_\_\_  
(optional)

E-mail \_\_\_\_\_  
(optional)

**A** How would you describe the hotel/s you were placed in?

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**B** Which of the following functions have you performed successfully at the Front Office desk (not only, but including your last internship)?

	Very Frequent	Frequent	Not so Frequent	Seldom	Never
Checking in a client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checking in a group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assigning Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchanging Foreign Currency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settling a bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checking out a client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Splitting up a guest folio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very Frequent	Frequent	Not so Frequent	Seldom	Never
Transferring a guest folio to a ledger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transferring a guest folio to another room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving a guest from one room to another	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling an overbooking situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Removing guest charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
End-of-shift cashiering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C** Have you ever made use of a Property Management System?

Yes  No

**D** If yes, which systems have you used? Rate your knowledge next to the systems you identify.

System used	Very good	Satisfactory	Poor	Hardly any knowledge
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**E** Throughout your internship have you made use of other types of technology or business software? If yes, please specify.

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Use the space overleaf to recount any unusual or extraordinary experience/s you have encountered.